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ABSTRACT

This manual is intended for use in pre-employment or upgrading training programs for persons who are planning to work or are presently working in the hotel and restaurant food service industry. Eleven chapters cover interpersonal relationships with employers, fellow employees, and customers; grooming and personal hygiene; sanitary food handling; safety; tools of the trade (china, cutlery, and glassware); how to interpret a menu; setting up for service; service of customers; preparation of beverages and fountain products; preparation and service of alcoholic beverages; and duties of host and cashier. Each chapter contains informative material with examples, photographs, and/or drawings and concludes with a brief self-test. (YLB)

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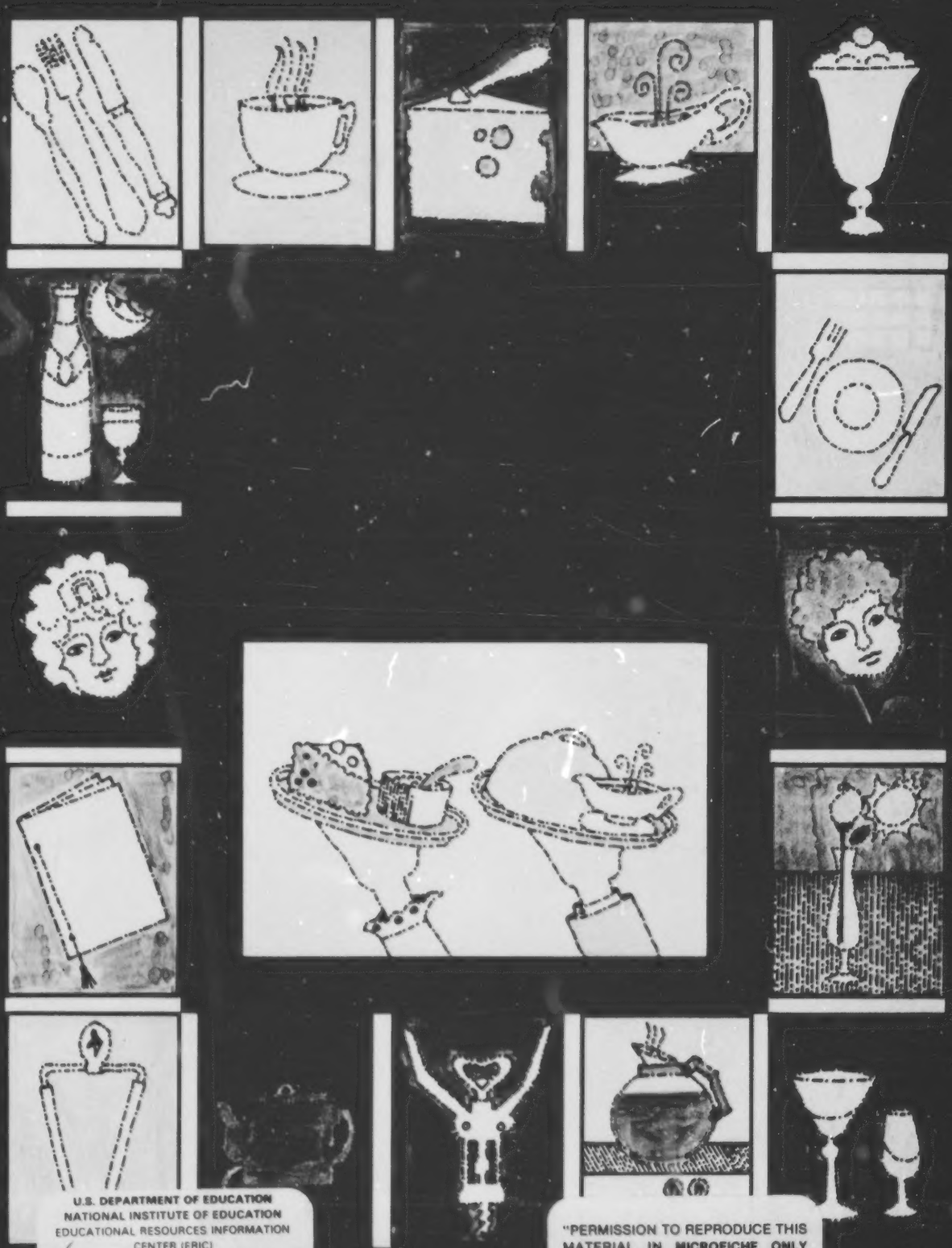

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THE WAITER AND WAITRESS TRAINING MANUAL

REVISED EDITION, 1978
1984 Printing

This manual has been designed for use in pre-employment or upgrading training programs for persons who are planning to work, or are presently working in the hotel and restaurant food service industry.

Research and Curriculum Development Branch
Post-Secondary Department
Ministry of Education
Province of British Columbia

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INTRODUCTION

THE BASIC WAITER/WAITRESS TRAINING PROGRAM

To be hospitable is to receive guests and strangers in a friendly manner, and to welcome and entertain them.

Each year hundreds of thousands of travellers enter British Columbia — some on business trips, others in search of pleasure and relaxation, but all requiring comfort, service and entertainment to make their stay here enjoyable and satisfying. The people concerned with supplying these travellers' needs, together with the establishments in which they work — hotels, motels and restaurants, make up what is termed the Hospitality Industry.

The Hospitality Industry is one of the larger industries of this Province. As part of the services industry it is experiencing an above average growth rate and a corresponding increase in career opportunities. Today, more than ever before, hotels and restaurants are taking a prominent place in our community life and activity, and the Hospitality Industry plays constant host to the travelling public.

In order to provide the finest facilities in comfort, service, safety and protection, the Hospitality Industry has instituted a broad continuing program of modernization, renovation and expansion.

Waiters and Waitresses are the ambassadors of the food industry for it is they who present the product to the public. Sophistication in both preparation and service of food are necessary to maintain the standards of the industry. Individual restaurants and hotels are relying more on the supply of graduates from recognized schools to meet their needs.

Job opportunities in this area are many, and dining rooms, hotels, restaurants and coffee shops are all potential places of employment. The well trained waiter or waitress who is proficient and enjoys the work, can anticipate a steady demand for his services with remuneration and advancement depending upon his skill and manner.

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CHAPTER
1

CHAPTER ONE

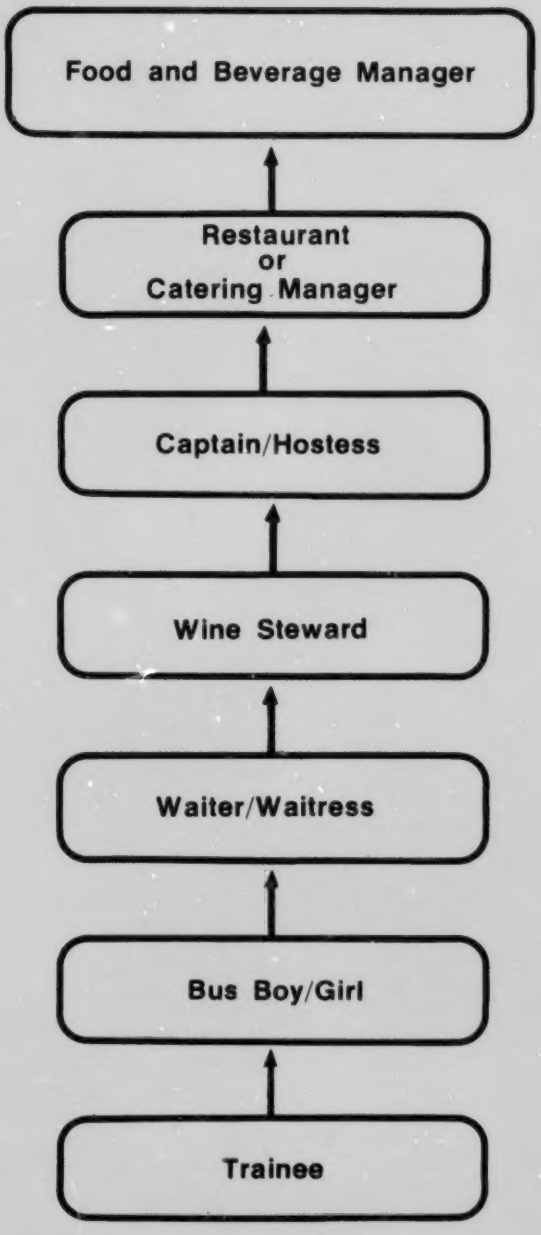
PEOPLE AND THE FOOD SERVICE INDUSTRY

One of the things that makes a food service job interesting is the people you meet. Every day you'll be dealing with them and your success as a waiter or waitress depends on them. If you can enjoy a courteous, cheerful, cooperative relationship with the people you work for, the people you work with and, the people you serve, then the "food handling" part of your job will be much easier.

WHO'S WHO?

FOOD AND BEVERAGE MANAGER:	Responsible for the co-ordination and operation of all food and beverage outlets, which include dining rooms, cocktail bars, lounges, coffee shops, customer and employee cafeterias. Must understand all aspects of food preparation and cooking. Must be responsive to the needs and desires of those to whom the food is served. Also responsible for purchasing, inventories, menus, and monitors food, labor, and overhead costs.
RESTAURANT OR CATERING MANAGER:	Co-ordinates entire operation of restaurant to produce efficient, courteous food service, customer satisfaction, and profit goals. Must be able to produce results through people.
CAPTAIN/HOSTESS:	Greets and seats incoming guests. May handle reservations. Must become familiar with sales and service duties. Pleasant personality, good appearance and sound judgment as well as having supervisory abilities.
WINE STEWARD:	Must have a thorough knowledge of wines and alcoholic beverages. Know what wines will complement what foods. Ability to sell, pleasant personality, and good appearance.
WAITER/WAITRESS:	Sells and serves food and beverages to the guests. Must be accurate and energetic, have good public relations attitude, sales ability and pride in personal appearance. Be dependable and willing to learn.
BUS BOY/GIRL:	Clears and re-sets tables, fills water glasses, brings dining room supplies and assists with dining room housekeeping.

ORGANIZATIONAL CHART



YOU AND YOUR EMPLOYER

Your employer expects a lot from you. He has a right to. He depends on you to help make a living, just as you depend on him to make yours.

Check the following list and see how you measure up as an employee. If it seems that you've got to be "practically perfect" — don't worry — you probably have most of the qualities already. Any habits and skills you don't have will come with practice. How is your professional attitude?

ARE YOU . . . . ?

1) On time every day _____
2) Willing to learn _____
3) Able to co-operate with others _____
4) Proud of the work you do _____
5) Clean and well groomed _____
6) Able to follow instructions _____
7) Cheerful and friendly _____
8) Able to use common sense in difficult situations _____
9) Loyal to your employer _____
10) Able to use "slack periods" efficiently _____
11) Careful with equipment _____
12) Honest _____

CAN YOU . . . . ?

1) Make guests feel welcome _____
2) Sell food and beverage items _____
3) Serve guest orders properly and efficiently _____
4) Look after guest's special needs _____
5) Help keep your work areas safe and clean _____
6) Operate all the necessary equipment _____
7) Be trusted to price menu items accurately _____
8) Be trusted to handle cash _____
9) Comply with house policies _____

These are the basic questions any employer will ask about you before he hires you, **and** every day you're on the job.

A particular area of concern to employers is profit. Part of your job is to help ensure that you don't add to your employers operating costs through waste or carelessness. The following figures should help you to realize what your employer is talking about when he discusses such subjects as keeping expenses down, conserving food, electricity, and water, not being a party to needless waste, stacking dishes and glasses properly so that they do not get chipped or broken, not hiring two people to do one person's job and so on. Anything that can be done to keep the cost figures down without reducing quality of service is done for the good of all.

Every time a customer spends a dollar, 30 cents of that dollar may go to buy food supplies, anywhere from 35 cents to 40 cents may go for wages, 5 cents to 8 cents for rent, 3 cents to 5 cents for utilities such as heat, light, gas and water, and at least another 10 cents will go for all the miscellaneous expenses such as cleaning supplies, dish and linen replacement, advertising, and insurance expenses.

Here is an average breakdown of costs:

Food Cost	$ .30
Wages	.40
Rent	. 5
Utilities	. 5
Miscellaneous	.10
	.90
Profit	.10
Total	$1.00

10% profit is not much since there are still further expenses to be considered such as income tax and depreciation of equipment.

As an employee you also have a right to expect certain things of your employer. Here's a checklist of an employer's responsibilities.

DOES YOUR EMPLOYER . . . . ?

1) Provide a clean, safe, working environment _____

2) Respect union agreements regarding hours of work, wages, working conditions etc. (if you are in a union shop) _____

3) Respect the Human Rights Code by not discriminating against any person when hiring and assigning duties _____

4) Keep you informed about the sections of the Liquor Administration Branch Act, Health and Sanitation Act, Workers' Compensation Act, Fire Regulations, and Labour Laws which apply to workers in the food service industry _____

5) Notify you about house policies regarding staff and guests _____

These are the basic things you should know about an employer before accepting a job, **and** expect from him while you're on the job.

Your job, your livelihood and your own happiness and self-respect depend on co-operation between you and your employer. Refer to the checklists occasionally to see how you are both measuring up to your responsibilities.

THE IMPORTANCE OF HOUSE POLICY

Every establishment has some basic rules and regulations which are generally known as "house policy." There are as many rules as there are food serving places, and it's up to you to learn the specific house policy of the particular establishment where you work. Depending on the size of the operation, you will be told verbally or given a booklet explaining all the rules and regulations when you are hired.

Organizations need a house policy in order to operate efficiently, with a minimum of confusion for staff, guests, and management. Although the rules will be somewhat different in each place you work, you'll probably discover that they cover many of the same types of things. For example:

Work Schedules

Meal allowances and breaks

Pay periods

Holiday/sick time

Staff parcel check-out

Cash shortages/surpluses

Portion sizes

Wearing apparel and grooming

Off duty visiting to place of work

Selling techniques

. . . and some rules which may help you when dealing with guests . . .

Complaints about food/service

Accidents

Dry cleaning resulting from spills

Lost and found articles

"Socializing" with guests

When you're on the job, try to get to know your house policies as soon as possible. Every day you'll run into situations when you'll need to know them. If a situation occurs for which you don't know the house policy, ask your supervisor — the rules are there to guide you, and sometimes even to protect you.

YOU AND YOUR FELLOW WORKERS

You've probably heard it said a thousand times or more that if you treat people the way you would like to be treated yourself, they will treat you that way in return. Getting along with the people you share at least a third of your time each day with, really involves nothing more than mutual respect and consideration. However, in any work situation, you are bound to come across a few "difficult" types with whom you'll have to get along somehow. You may have encountered some in other situations.

Co-operating with such people may strain the patience but it is important to try to understand and overcome the difficulties created by unco-operative co-workers. Do you recognize any of these people?

- Those who blame others for their own shortcomings.
- Those who are always insinuating things about others.
- Those who are always picking faults in others.
- The "apple polisher" who tries to keep in good with the boss at the expense of others.
- The trouble maker who tries to set one employee against another.
- The sensitive ones who are always imagining slights and insults.
- The "crabbers" who always have to have something to complain about.
- The "always late" whom others must fill in for.
- The "arguer" who must disagree with everything that is said.
- Those who are against anything new on general principles.

All of these are childish, immature attitudes, but people who act this way can destroy the harmony in any group of employees.

Here are a few suggestions for developing and maintaining a good working relationship with your co-workers. (Courtesy of: "Every customer is my guest" by Jean Ross. Department of Tourism. Province of Nova Scotia).

CONSIDERATION

Almost all food service establishments have busy periods when both the production staff in the kitchen and the sales staff in the dining room are working under pressure. It is at this time that tempers are apt to flare, harsh words be spoken, and feuds develop which may be difficult to smooth over. Try to remember that peak pressure periods happen every day and be prepared for them by determining to remain calm, patient and co-operative.

Kitchen staff is working in hot, noisy, and sometimes crowded conditions, looking after many things all at the same time and trying to get all orders ready as quickly as possible. You on the other hand are required to get the order to the customer as quickly as possible and are faced with the criticism of the guest if the meal is cold, not properly cooked, or properly presented. Perhaps if the dining room and kitchen staff could change places for a while, they would have a better understanding of each other's problems. Both have a common goal, service to the customer.

You should do your part to maintain pleasant relationships by being courteous and considerate in placing orders. If mistakes occur or changes have to be made, remain calm and reasonable in making requests for corrections. Nothing will be gained by "blowing your top" except to increase antagonism. Problems can sometimes be solved by discussing them reasonably after the busy period is over.

Perhaps the kitchen worker feels that he is being bossed by you when you place your orders for food items. Try not to appear demanding when placing your requests.

Don't make it a regular habit to request orders "in a hurry". Save your "in a hurry" orders for an emergency and you will probably get better co-operation when a rush order is justified.

If a fellow employee appears to be slow with his work, help to develop his skills so he can do his share. If you always do your share and a fellow employee refuses to co-operate, don't encourage laziness. Being nasty may relieve your feelings but it certainly will not improve co-operation.

All guests of the establishment should be served as quickly as possible. If another person is busy and you are not, help him serve and he will likely do the same for you when you are busy.

When you have finished your side work, help the others with theirs. If you share a service stand with others, do your part in keeping it neat and replenished.

Take your turn in calling and picking up orders in the kitchen.

Do your share in keeping the washroom neat, and the same if you share a dressing room.

Put equipment away when you have finished with it.

Observe rules and regulations. They have been made to keep things running smoothly. Don't expect special privileges.

Don't be late or absent without notice. You know what it means to be short of help during busy periods so consider your fellow workers and allow your supervisor plenty of time to get a substitute.

CALMNESS

Learn to keep calm especially during rush hours. Usually things that bother you at such a time would not disturb you in normal circumstances. Remember that others are working under pressure too, and a sharp word or criticism may set off an explosion that will disorganize the teamwork of the entire group. Irritability is contagious. Sharp words once spoken can never be recalled.

FRIENDLINESS

To be friendly with staff is just as important as being friendly with guests. The resulting harmony will reflect in service to the customers. Be particularly friendly and helpful with new staff. They are now part of the team and should be helped so that they can learn quickly to do their share efficiently. Remember how you felt the first time on a new job.

COURTESY

Courtesy toward the people with whom you are working every day is very important in maintaining good working relations. It is not always easy to take time to be polite in the rush and confusion of a busy meal hour, but courtesy if practiced will soon be automatic.

Use "please" and "thank you" always when asking for and receiving favours from others.

Beware of gossiping and listening to gossip. Avoid complaining about other employees, your work, your employer, and your personal problems. This can get to be a habit. Nobody likes to be around a person who is always "crabbing." Don't discuss your tips.

Being human you can't always keep yourself under perfect control, and arguments are bound to develop. Never let a guest overhear your disputes, or hear you make reference to disputes.

TOLERANCE

Respect other people's opinions and preferences. Differences of opinion are very seldom settled by argument and should not be allowed to result in bitterness. Differences of opinion relating to work should be discussed in an intelligent way and support given to any idea that results in benefit to all.

YOU AND YOUR GUESTS

People who intend to make a career in food and beverage service must realize their prime responsibility is to please the customer in order to succeed. The customer however, has no obligation to please the waiter or waitress. Both the operation and staff rely completely on the customer for their livelihoods.

There will be times when pleasing the customer entails having to tolerate unpleasant attitudes and accepting unfair treatment. During these times you will have to be most careful with your replies and remarks. Unfortunately, there is no way of ensuring that only the nice people will patronize your establishment. Show your customers that you care. Anticipate their needs before they make demands and requests, and try to be one step ahead of them at all times.

The opportunities for getting to know people — complete with their good and bad habits — are virtually unlimited, and being among people becomes a way of life. Tact and understanding are two vital keys to success when dealing with guests.

The term "guest" alone defines the difference between a person giving business to the restaurant world and one who is buying groceries or some other form of merchandise.

A GUEST'S FIRST IMPRESSION

The first impressions are created when guests arrive:

- Is the outside appearance favourable, are the driveways clean, are signs in order and lights functioning, are windows clean?
- Has someone cared enough to see that the establishment is fresh-smelling, clean and orderly?
- Does someone care that guests have arrived?
- Were the tables cleared and orderly?
- Does the waiter or waitress care when and how guests are served?
- Does the waiter or waitress care if the cook prepared the order properly?

All these factors reflect the general attitude of an establishment towards its guests. They combine to make either a good or a bad impression on the guest's mind.

The manner in which you approach guests when they first arrive will set the mood for the entire meal. Greet each guest warmly, make him feel comfortable and at home, look directly at him and give the appropriate greeting in a friendly tone of voice. Your word of greeting and your efficient manner will go a long way towards selling the merits of the establishment to the guest. The right approach will often put the guest in a receptive frame of mind and ensure him an enjoyable eating experience. Good food alone is not enough, we all desire pleasant surroundings and those little extra attentions that add up to good service.

You have a personal responsibility to continue to learn ways to show that you care about your customer, your employer and your fellow workers.

- Smile!
- Be interested in people — remember faces and names. This makes guests feel at home.
- Be courteous in your manner, tone of voice and words.
- Practice such acts of courtesy as bringing ashtrays to guests; helping guests with their wraps, bundles, or bags; help people with small children by supplying a high chair and bib; help elderly people or handicapped people to be seated safely, bring a newspaper to the person eating breakfast alone (if it is house policy to do so).
- Give prompt service and remember to keep the water glass replenished.
- Never keep guests waiting when they wish to pay for their meal.
- Avoid visiting with other workers while guests are present.
- Refrain from complaining to guests about being rushed or tired, or about other problems you may have.

Put yourself in the guest's position for a moment. You can surely recall eating at some establishment where you had a very enjoyable experience. Ask yourself why you enjoyed it. You'll probably agree that you were greeted pleasantly, the food was good and the service excellent.

THE SPECIAL NEEDS OF GUESTS

There are a number of situations which can occur during the course of any day that may require a special effort on your part to handle. Most will simply require a little patience and diplomacy; some may require the assistance of your supervisor or manager. It is important to try not to become emotionally involved or upset when dealing with any incident.

Here are some special circumstances to be aware of:

Handicapped Persons:	Learn to assist such persons in an unobtrusive way (if they appear to need assistance) by helping them with coats, parcels etc. Place them at tables where they will be comfortable, out of the line of traffic and not liable to be stared at by other guests. Read menus if necessary. Place utensils for their convenience.
Lonely:	Many people who find themselves alone enjoy going to a restaurant because of the friendly atmosphere and personnel. This is particularly true of persons who are travelling. Sometimes they may need a little extra attention. There will be times when you are too busy to converse with guests. Excuse yourself politely without offending them. To some lonely people, a restaurant is a home away from home. Be understanding.

Children: Suggest a high chair for a small child. Place it close to the table to prevent food dropping to the floor. Use small size silver, glass and chinaware, when available. If possible, take the child's order only from the parent. Do not do anything to distract the child when eating. Whenever possible place him so that he will not disturb other guests. Bring the order as quickly as possible.

Elderly Persons: Elderly persons may sometimes require assistance with coats and with being seated. They may also have difficulty in reading the menu or in hearing your request for the order. If an elderly person is having obvious difficulty, assist by interpreting the menu or by speaking a little more slowly and clearly.

SOME DIFFICULT SITUATIONS

The key to handling any difficult situation is to remain calm and to always be tactful and diplomatic. Often house policies and the health and liquor laws can be useful to you in coping with difficult situations involving guests.

Intoxication: Situations will occur where it is not advisable to suggest alcoholic beverages to people already under the influence of alcohol. Be moderate when selling liquor at lunchtime. It is advisable to use a conservative approach. If a guest is already intoxicated, it is your duty by Law NOT to serve him anymore alcoholic beverages. If you are in doubt about a guest, check with your manager.

Spills: If you should spill any liquid or food on a guest's clothing offer assistance quickly and discreetly. It may be the policy of management to offer to pay dry cleaning bills incurred by the waiter/waitress. Check management policy first before suggesting this to the guest.

Complaints about food: A guest may have a legitimate complaint about food. Get the details first, then offer either a replacement or a substitute, whichever is appropriate to house policy. Do not argue with a guest.

Accidents: The establishment must take reasonable precautions to protect the guest from any unusual danger of which management is aware. Management must safeguard the guest from danger by removing the risk or giving adequate warning of possible danger.

If a customer falls, burns himself, or becomes infirm in any way on the premises, be of assistance but don't express your opinion as to who is at fault. Give your report in private to the proper authority being as factual as possible. Bear in mind that there are some people who make a living by pretending to injure themselves on the premises.

Noisy Guests: Small groups that are likely to involve noisy celebrations (birthdays, anniversaries, etc.) should have a private room. If this is not possible they should be positioned in an area of the dining room where they will not disturb other guests.

If a guest's behaviour gets out of hand you should alert your supervisor.

Lost and found articles:	Turn in lost articles to the cashier or person in authority immediately. Do not acknowledge that an article has been found but refer the guest to the person in charge of lost articles.
Animals on the premises:	Under the Health Act, live animals or birds are not permitted in any food premises, except in the case of a dog used to guide a blind person. If an individual wishes to bring a pet into your establishment, explain tactfully that animals are not permitted according to the law.

Try to think positively if you're having a day full of "difficult situations." For every difficult person, there are probably fifty nice, courteous, friendly ones. Use patience, tact, diplomacy, and try not to take things personally. Remember, your job and your personal well-being depends on your ability to deal effectively with people — employer, fellow workers, and guests.

TEST YOURSELF

Try to answer these questions. If you have forgotten something, finish the quiz and then go back and fill in the gaps.

1) How can you demonstrate your "professional attitude" to an employer? (Describe at least 8 ways).

2) What are the employer's responsibilities to an employee? (Describe at least 5).

3) Describe some general areas that house policy might cover in any food service establishment, which apply to a) staff, b) guests. (at least 5 for each one).

4) What kinds of guests might need special help?

5) A guest seems to have had too much to drink, but he insists on ordering another drink. Describe the steps you'd take in handling the situation.

6) A blind person comes in, being led by a seeing-eye dog. Describe the steps you'd take in assisting that person.

7) You are a guest in a restaurant. What are the things that will make a good first impression with you?

8) Describe the ways in which your co-workers can help make your job easier.

CHAPTER
2

CHAPTER TWO

GROOMING AND PERSONAL HYGIENE

The Impression You Make

Each day of your life you are on a public stage. You are being viewed by someone constantly, especially so in a restaurant. Often the guest hasn't much else to do but watch you as you prepare to serve him. After all, he is expecting you to "care" for him, so he is watching with great expectations. He will notice if you are neat, clean and well groomed and whether you work in an orderly manner. This will tell him what kind of a person is taking care of him, what he may expect in the way of clean food and service, and whether you intend to pay attention to his needs.

Your appearance reflects your habits, your background, and your way of life. Attractiveness does not necessarily depend on a beautiful face and figure but is a combination of good taste, good manners and a pleasant personality. Make the most of what you have. If you work with dignity you will be treated with respect.

Self esteem and a good appearance will help to build your self confidence. This, coupled with knowledge, will let you work with pride and self assurance. You will never be at a disadvantage and you'll be relaxed and poised. Your guest can recognize this and he too will relax knowing he is in good hands.

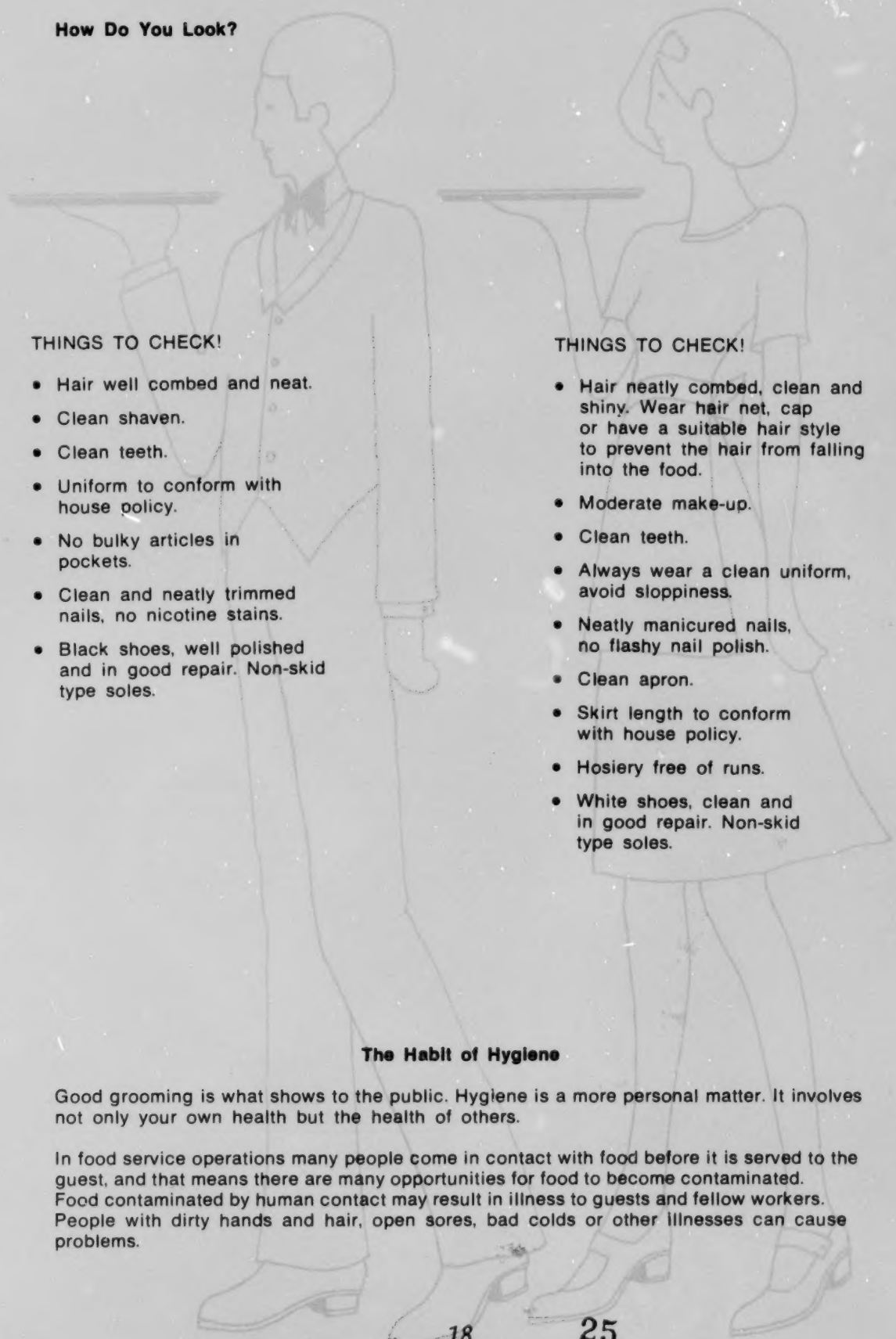
Grooming

The job of serving food often requires close physical contact with guests. When the guest observes you "close-up" he has an opportunity to notice the details of not only your general appearance but also your grooming habits. You should make a habit of the following:

- use an adequate deodorant
- use cosmetics, perfumes and other grooming aids in an unobtrusive manner
- keep fingernails clean
- have clean, neat hair, cut or controlled above the collar
- (Waiters) shave daily, preferably just before going to work
- avoid wearing elaborate jewellery (wedding ring, wrist watch and small ear-studs are acceptable)
- clean teeth, fresh breath
- be aware of house policy about grooming

Using the "How Do You Look?" check list on the following pages, look at yourself in a full-length mirror and see how you measure up.

How Do You Look?



THINGS TO CHECK!

- Hair well combed and neat.
- Clean shaven.
- Clean teeth.
- Uniform to conform with house policy.
- No bulky articles in pockets.
- Clean and neatly trimmed nails, no nicotine stains.
- Black shoes, well polished and in good repair. Non-skid type soles.

THINGS TO CHECK!

- Hair neatly combed, clean and shiny. Wear hair net, cap or have a suitable hair style to prevent the hair from falling into the food.
- Moderate make-up.
- Clean teeth.
- Always wear a clean uniform, avoid sloppiness.
- Neatly manicured nails, no flashy nail polish.
- Clean apron.
- Skirt length to conform with house policy.
- Hosiery free of runs.
- White shoes, clean and in good repair. Non-skid type soles.

The Habit of Hygiene

Good grooming is what shows to the public. Hygiene is a more personal matter. It involves not only your own health but the health of others.

In food service operations many people come in contact with food before it is served to the guest, and that means there are many opportunities for food to become contaminated. Food contaminated by human contact may result in illness to guests and fellow workers. People with dirty hands and hair, open sores, bad colds or other illnesses can cause problems.

Try to develop the habit of good personal hygiene:

1. Shower or bathe daily.
2. Wash your hands **thoroughly** before going on duty and after using the toilet. *
3. Wear clean garments and footwear. *
4. Refrain from smoking on duty in any area or room where food is prepared, processed, stored, or served. *
5. Reduce the risk of getting sick by getting adequate rest each night.
6. Wash your hands thoroughly after sneezing, coughing, or wiping up spills.
7. Refrain from brushing your hair or applying make-up in food service or preparation areas.
8. Clean, disinfect and cover all cuts and sores.
9. Refrain from scratching or putting your fingers in your mouth or hair.
10. Report any communicable disease or infectious illness to your supervisor immediately. A person employed in a food service job who is suffering from, or is a carrier of, any communicable disease, is not permitted to work in food premises until a Medical Health Officer is satisfied that the person is free of any communicable disease that may be spread through the medium of food. * ("CARRIERS" are persons who may not be sick, yet can pass on germs to other people. Carriers may have germs in their noses, throats or intestines).
11. Have a physical examination which includes a chest X-ray, at least once a year.

The suggestions marked with * are government health regulations which may be enforced, if necessary, by a Public Health Inspector.

Posture and Physical Well-Being

Your job involves an enormous amount of physical activity — lifting, carrying and walking constantly for several hours a day. Good posture not only improves your appearance but actually lessens fatigue as well. Walk with your back and shoulders straight. Bend your knees when lifting heavy objects. Try to develop a routine of regular exercise, indoor and outdoor, to keep yourself in good shape. You'll feel and look better for it.

TEST YOURSELF

1. Look at yourself in the mirror before going on duty and check yourself against the "How Do You Look?" checklist. If you don't score perfectly, make the necessary improvements before going out on the floor.
2. What might happen if a person handling or serving food fails to practice proper personal hygiene?
3. Describe four government health regulations about personal hygiene which you must obey while on duty.
4. You're just returning to work after a trip to Mexico where you unfortunately were sick with infectious hepatitis. Before going on duty, what should you do?

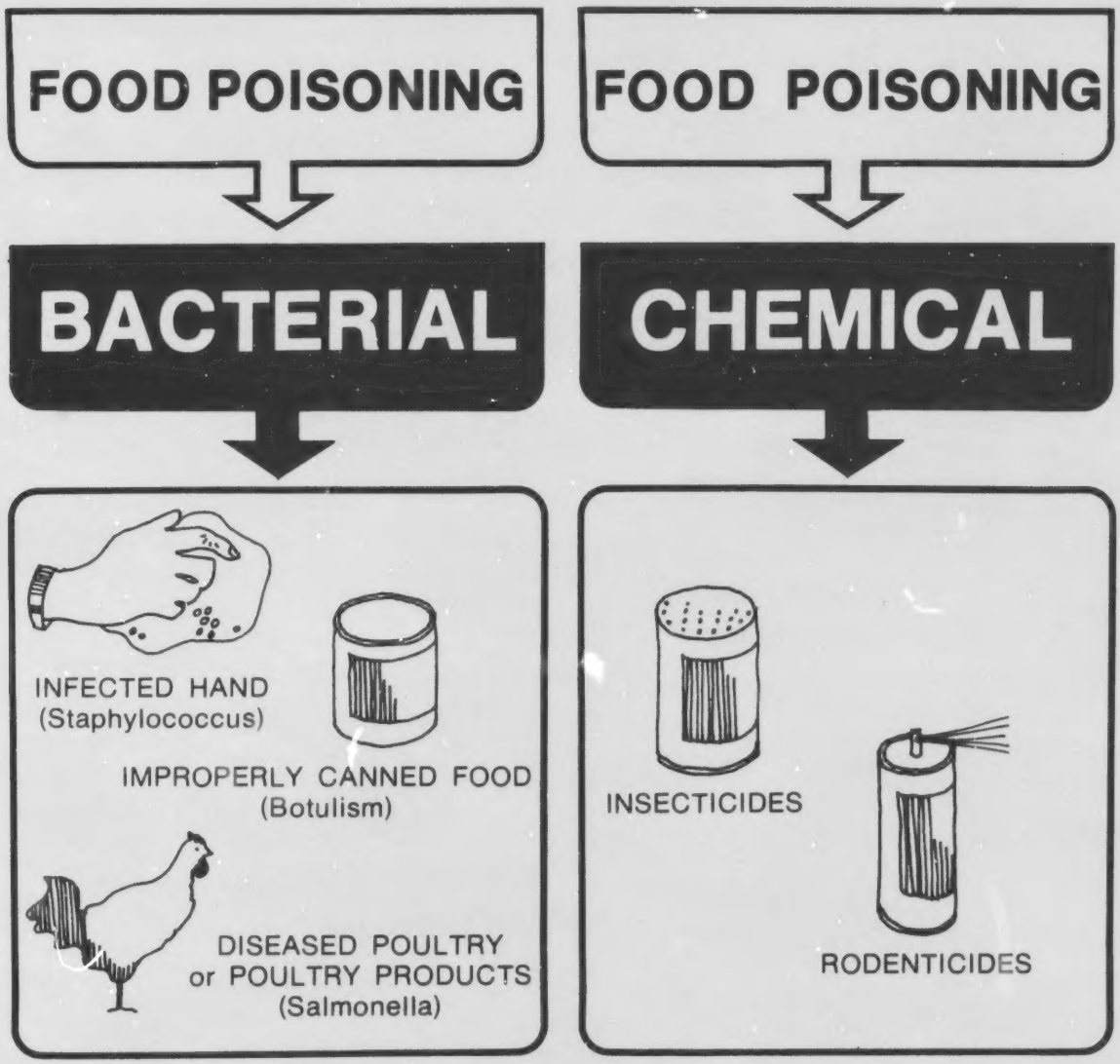
CHAPTER
3

CHAPTER THREE

SANITARY FOOD-HANDLING

How Foods Become Contaminated

There are many ways in which foods can become contaminated. All types of food poisoning will cause illness and some will cause death. You should be aware of the causes of food poisoning and, more importantly, how you can help prevent it. The following diagram shows some of the ways foods can become contaminated.



BACTERIA: HOW POISONS GROW AND SPREAD

Bacteria are tiny living organisms which are invisible to the naked eye, but can be seen with the aid of a microscope. Bacteria need WARMTH, FOOD, and MOISTURE to live and multiply. At room temperature bacteria can reproduce once every twenty minutes, and in one day a single bacterium will produce many millions of its own kind. Once any food has become contaminated, the bacteria begin this cycle of growth.

Illness can result from harmful bacteria which are:

Present in food in its natural state — for example, Salmonella in poultry or "red tide" contamination in shellfish.

Introduced **before** preparation or cooling — for example, through improper handling during delivery of foods or poor storage and refrigeration.

Introduced **during** preparation — for example, through contact with preparation staff who have not practiced good personal hygiene, or through use of unsanitary utensils or preparation areas.

Introduced into the food **after** preparation or cooling — for example, through improper refrigeration or holding temperatues, or through contact with human hands, insects, rodents, or unclean serving utensils.

People are a prime source of food contamination. Virus infections such as INFLUENZA, TUBERCULOSIS, HEPATITIS, TYPHOID and the COMMON COLD can be transmitted from the infected person through food to unsuspecting guests or fellow workers.

Skin infections or running sores of the hands (cuts, pimples and boils) are particularly hazardous because the hands come into contact with food. This kind of infection (called STAPHYLOCOCCUS INFECTION) may affect any part of the body and may lead to contamination of the hands. Custard and cream-filled pies or desserts, prepared meats, salads and milk are foods in which staphylococcus bacteria particularly thrive. If these foods are not stored at the right temperature, the bacteria will multiply rapidly, producing dangerous poisons. Proper personal hygiene and proper storage temperatures will help prevent the spread of "staph" infections.

SALMONELLOSIS is an unpleasant illness which results from contamination by the SALMONELLA organism which grows and multiplies mainly in poultry products. It is one of the major causes of food-borne illness in British Columbia. Proper storage at 4° C (40° F) or below and proper hot holding temperature of 60° C (150° F) will help prevent the growth of salmonella organisms.

BOTULISM is an organism which does not require air to live. It is generally found in foods which have been improperly canned. If the organism is not killed in the canning process, it will go on to produce a very strong poison which frequently causes death. Commercially-canned foods are rarely involved in botulism cases. When cases are discovered, most frequently the person has eaten improperly home-canned sea foods, pork and beef products, smoked or canned fish, and poorly canned foods such as string beans, corn, spinach, and beets.

CHEMICAL TOXINS contaminate food when a food-handler mistakenly uses a rodenticide, insecticide or cleaning agent in place of an everyday ingredient such as flour, salt or sugar. The result can be paralysis or death to the unfortunate victim of chemical poisoning. Be sure that these poisons are not stored near food items.

METHODS OF PREVENTION OF SOME TYPES OF FOOD POISONING

The chart below is a brief reference of the types of illness and the foods which are usually involved in the most common types of food poisoning. It also shows measures which can be taken to prevent the spread of poisons. Although you personally cannot control all the factors, you can do your part.

Illness	Foods Usually Involved	Measures to Prevent Spread
1. SALMONELLOSIS.	Poultry, shellfish, custards, eggs.	Controlled food sources. Raw and cooked foods handled separately. Adequate cooking and refrigeration. Good personal hygiene.
2. TRICHINOSIS.	Raw or improperly cooked pork, and pork products and bear meat.	Adequate cooking. Freezing of pork and beef for 30 days. Rat control.
3. STAPHYLOCOCCUS.	Meats, particularly cooked ham, cream pies, and custards, potato salad and high-protein salads, warmed-over foods.	Exclude food handlers with nasal discharges, boils, and infected cuts. Adequate cooking and refrigeration. Good personal hygiene.
4. SHIGELLOSIS.	Moist prepared foods, foods prepared from dairy products.	Strict personal hygiene. Adequate cooking and refrigeration. Fly control.
5. STREPTOCOCCAL FOOD INFECTION.	Food products contaminated with respiratory discharges (sneezes) and excreta.	Strict personal hygiene. Adequate cooking and refrigeration.
6. INFECTIOUS HEPATITIS (JAUNDICE).	Shellfish (raw oysters and clams), milk, and salads.	Adequate cooking and refrigeration. Strict personal hygiene.
7. BOTULISM.	Improperly canned foods, smoked fish, and fish eggs. Canned liver paste.	Purchase from controlled sources. Thoroughly cook before serving.
8. TAPEWORMS.	Raw or insufficiently cooked meats and fish.	Purchase from controlled sources. Thoroughly cook before serving.
9. LEAD POISONING.	Glazed crockery containing lead.	Care in purchasing dishes.
10. SHELLFISH POISONING.	Shellfish harvested from areas infected by "red tide" (not affected by cooking).	Purchase from controlled source.

PREVENT FOOD POISONING BY CONTROLLING
TIME • TEMPERATURE • CONTAMINATION

SAFE FOOD HANDLING AND STORAGE PROCEDURES

What can you do to help reduce the risk of foods becoming contaminated? Here are some of the do's and dont's — most of which are simply a matter of common sense:

Personal	Practice good personal hygiene every day.
Utensils	Use tongs, forks and appropriate utensils rather than your hands to pick up ice cubes, butter pats, rolls and other food items.
	Pick up clean or soiled glasses by their bases.
	Keep fingers off eating and drinking surfaces of utensils.
	Store silverware in containers so that it can be removed only by the handles.
	Store glasses and cups in an upside-down position on a clean, washable surface.
	Store eating utensils in a protected location away from dust and possible spilled food.
	Break and discard any glasses or china which are cracked or chipped, or turn damaged items over to your supervisor.
	Don't mix soiled with clean tableware.
Foods	Don't serve any foods which have been dropped on the floor.
	Do not serve any foods which don't smell or look right. Report to your supervisor immediately.
	Cover your nose and mouth when coughing or sneezing. Wash your hands immediately.
Storage	Report the presence of flies, cockroaches, rats and mice in any area where food is prepared, served, or stored.
	Never leave perishable foods (cold meats, dairy products etc.) standing at room temperature for one unnecessary minute.
	Check thermometers on all refrigeration units. Perishables should be stored at 4° C or below. Frozen foods at -17° C or below. If you spot incorrect temperatures, report to your supervisor immediately.
	Do not stack food items on top of each other in the refrigerator. Allow space for free circulation of air.
	Clean all racks, shelves, walls and floors of storage areas as frequently as necessary. Clean up spills in storage areas immediately.
Cleaning	Multi-use utensils must be scraped, washed clean, and sanitized properly after each usage.

Clean tables, chairs, counters, and food preparation areas so they are completely free of liquids and food particles.

Check with your supervisor about special cleaning agents to be used.

Do not mix soiled cleaning cloths with clean ones.

REMEMBER: Your failure to practice good sanitation procedures every day may result in the illness (and possibly even death) of many people.

TEST YOURSELF

1. What three conditions do bacteria require to grow and multiply?
2. Name three types of virus infections which can be transmitted through food.
3. You have an infected cut on your hand. What kind of infection could it be? Should you be serving food?
4. Where are botulism organisms usually found?
5. What kinds of foods do salmonella organisms prefer for growth?
6. Name two sources of chemical poisoning.
7. How can foods become contaminated in a food service establishment? (Name at least five ways).
8. You see a dinner plate with a chipped rim. What would you do about it?
9. The thermometer at the refrigerator where dairy products are stored is reading 8° C. What would you do about it?
10. Somebody has accidentally stacked a soiled plate on top of two clean ones. What would you do about it?
11. You're clearing some soiled glasses off the table. How should you pick them up?
12. You sneezed into your hand when someone spilled the pepper. What would you do?
13. Something got spilled on the top shelf of the refrigerator and is dripping down onto the food below. What steps would you take to correct the situation?
14. Someone accidentally put a whole load of clean forks in the storage container with the prongs up. What would you do about it?
15. There's a cockroach taking a walk on the cream pie. What would you do about it?

CHAPTER
4

CHAPTER FOUR

WORK IN SAFETY

Accidents Don't Just Happen

Human error is still the weakest link in the chain of accident prevention. Statistics show that in British Columbia alone under the Hospitality Industry classification set up by the Workers' Compensation Board, accident claims amount to millions of dollars annually. Slips and strains are the major cause of accidents.

The objective of accident prevention and personal safety is to keep you alive, healthy and in one piece. As a result of the development and application of sound safety principles and precautions, you are more than forty times safer on your job today than were the employees of thirty years ago.

It is virtually impossible to estimate the suffering, worry and expenses spared hundreds of your co-workers, your friends and members of their families through well planned safety programs.

Practise safety always — don't depend on the other person to do it for you.

ACCIDENTS DON'T JUST HAPPEN — THEY'RE CAUSED BY: UNSAFE CONDITIONS, POOR JUDGEMENT, THOUGHTLESSNESS AND CARELESSNESS.

Here are some typical safety hazards to watch out for.

SPILLS

Wipe up at once all spilled liquids or foods.
Leave area clean and dry.
Cover temporarily with a chair if this is not possible.

BREAKAGE

Handle glass and chinaware carefully to avoid chipping — cracking and breakages.

Put broken glass or china into separate containers.

Gather and clean up slivers and pieces of glass or china with a damp paper towel.

Put a damp towel on slippery trays when carrying liquids, glasses or tall items.

Throw food out if there is the slightest chance that bits of broken glass or china may have fallen into it.

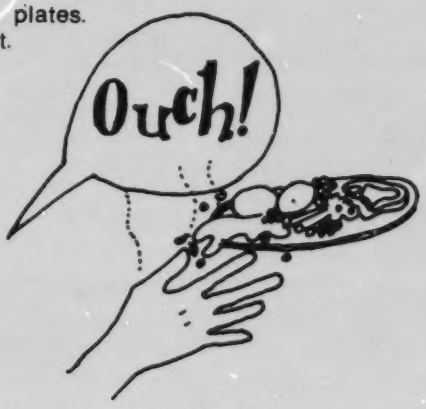
TRAFFIC

Always use proper entrance and exit doors to and from the kitchen.

Do not move too quickly in congested areas. Watch out for floor hazards such as purses and briefcases in the aisles.

BURNS

Use side towels when serving hot plates. Warn customers that the plate is hot.



BRUISES

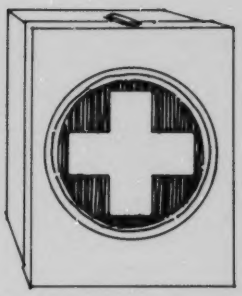
Use handles when opening and closing drawers on equipment.

STRAINS

Save your back when lifting heavy objects. Squat down, get a good footing and firm hand hold, and lift using your leg and thigh muscles. Get assistance for very heavy or awkward objects.

FIRST-AID

All injuries should be reported and first-aid obtained immediately to prevent possible infection of minor cuts or scratches.



A Safe Work Environment

It is the responsibility of your employer to provide a safe working environment. However, for your own safety and protection, there are many things you can do to help keep it safe.

ALIGN tables so that there is sufficient room between them for guests to pull back their chairs and still allow passage way.

REPORT any wobbly chairs, tables or splintered surfaces that may snag clothing. Worn or loose tiles or carpeting should be repaired.

CHECK hallways, aisles, stairs and storeroom for adequate lighting. Any burned out bulbs should be reported and replaced immediately.

STORE cleaning compounds and other poisonous materials away from food.

Electrical and Gas Hazards

Every restaurant uses a great many electrical appliances in its daily operations. You may have to clean a number of appliances and check them for hazards as part of your daily duties.

Electrical shocks can occur where cords or plugs are overheated, connections are worn or frayed, circuits are overloaded, or wiring is incorrect. Report any malfunctioning electrical equipment immediately to your supervisor.

When cleaning and operating any electrical appliance remember to:

Unplug appliances before cleaning and when not in use.

Avoid touching units with wet hands.

Secure all safety guards or catches before operating.

Keep fingers away from heating elements or moving parts.

In situations where you might be expected to operate gas appliances remember to:

Open and ventilate ovens a few minutes before lighting.

Ensure that pilot light is burning (if there is one).

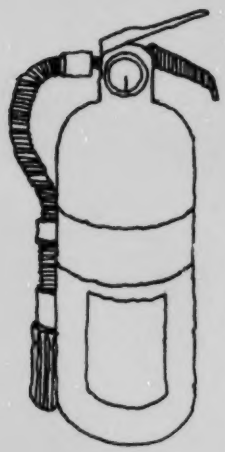
Light burners with a long taper to avoid being scorched by sudden flame.

Check periodically that burners are lit — sudden drafts can put them out.

In Case of Fire

Fires in restaurants have resulted in the deaths of hundreds of people in North America over the past few years. In many cases, this senseless loss of life could have been prevented. You should familiarize yourself with the location of fire extinguishers and how to use them wherever you may be working. Be sure to identify all fire exits on the premises. And, memorize the telephone number of your local Fire Department.

Fires have been divided into four main classes — A, B, C, and D. The type of extinguisher you use will depend on the class of fire. All extinguishers have directions for use printed on the cannister, and include the letters referring to the type of fire.



Classes of fires for which this extinguisher can be used.

CLASS "A" FIRES — occur in ordinary combustibles such as wood, paper and textiles. They are best extinguished by cooling below the burning point temperature. Water or an extinguisher which includes "A" on its label is the most effective way of accomplishing this.

CLASS "B" FIRES — occur in gasoline, oils and other petroleum products. Extinguish such fires by "smothering" (which deprives them of oxygen). Smothering can be accomplished by using a wet blanket, sand, CO^2 (carbon dioxide) or in some cases, covering with a lid. Use an extinguisher which includes "B" on the label.

CLASS "C" FIRES — involve live electrical appliances and equipment. An electrical fire requires the use of a "non-conductor" type of extinguishing agent. DISCONNECT the power supply before applying any extinguishing agent. Use an extinguisher which is labelled "C".

CLASS "D" FIRES — are high intensity fires occurring in certain combustible metals. Use a specially marked DRY CHEMICAL ("D") extinguisher.

*Most restaurant fires will be Class "A", "B", or "C".

Fire Safety Procedures

In case of fire, follow these procedures.

1. Locate and isolate fire.
2. Alert supervisor and staff immediately.
3. Extinguish if possible.
4. Phone fire department.
5. Do not panic. If necessary, direct guests to emergency exits quickly and without panic.
6. Notify manager or owner.

Basic First-Aid

No matter how careful people are, accidents and medical emergencies do occasionally happen. You may have to assist a co-worker or guest in an emergency. Know where your first-aid Kit is located and, if an emergency is more than a simple first-aid problem, know the procedures to follow for getting proper medical assistance.

A small first-aid kit should include: "Bandaids", antiseptics, cotton swabs, gauze, adhesive tape, scissors and smelling salts. These items can be used for simple aid for small cuts or burns or for fainting. Report all injuries, cuts and burns to your supervisor immediately.

In situations where a person is choking, vomitting, unconscious, in shock, or has no pulse or respiration, medical assistance will be required immediately. Familiarize yourself with the Chest-thrust method for relieving choking, mouth-to-mouth resuscitation methods, and the pressure method for bleeding. If you are able to give such assistance you may help to save a life. However, never attempt to "doctor" somebody — get qualified assistance as soon as possible.

IN AN EMERGENCY . . .

1. Render assistance.
2. Alert your supervisor.
3. Call for medical assistance (a doctor in the house, ambulance, inhalator, etc.)
4. Have someone stay with the victim.
5. Act calmly and unobtrusively to avoid needlessly upsetting the victim or guests nearby.

Workers' Compensation Board

The Workers' Compensation Board of British Columbia is concerned with safety and accident prevention. There are a number of regulations under the Workers' Compensation Act with which you and your employer must comply. Regulations governing the following areas are detailed in the "ACCIDENT PREVENTION REGULATIONS" handbook published by the W.C.B.

— Posting of "Notice to Workers" placards

— Keeping a copy of regulations

— Impairment through use of alcohol, drugs, etc.

— Footwear and personal apparel

— Fire-fighting

— Electrical hazards

FOR YOUR PROTECTION . . .

If you have an injury or disease arising at work:

1. Report immediately to the first-aid attendant or your supervisor.

2. Get medical aid if required.

3. Notify your employer and ensure that your injury or disease is recorded. Provide information on HOW, WHEN and WHERE your injury occurred, or to what work exposure you attribute your disease.

4. When you receive an application (FORM 6) from the Workers' Compensation Board, answer all questions and mail promptly to the appropriate W.C.B. office.

NOTE: It is an offense under the Act for any employer or supervisor to try to persuade a worker not to report to the Board any injury or hazardous condition. Although it is unlikely to happen, please report any such attempt to the W.C.B.

TEST YOURSELF

1. Someone has emptied an ashtray, with a smoldering cigarette in it into a waste basket full of papers. The basket is now in flames. What would you do? What type of fire extinguisher would you use?

2. An empty glass water pitcher is broken on the shelf above a basket of bread. Some of the glass splinters may have fallen into the basket. What would you do about it?

3. One of the tables in your station seems to wobble a lot when you're serving guests. What do you do about it?

4. The toaster is burning up your order of toast. What would you do about it?

5. Someone has accidentally dropped a pat of butter on the floor. What do you do about it?

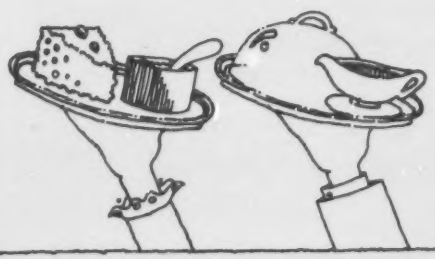
6. A fire has started in the deep frying unit in the kitchen. You are asked to get a fire extinguisher. What kind should you find? If the fire extinguisher didn't succeed in stopping the fire, what do you do next?

7. A guest has collapsed on the floor, just after getting up from a table in your station. What would you do?

8. You strained your back lifting a heavy box. (You knew you should have asked for help). You are in pain and cannot do your job properly. What procedures should you follow?

IF YOU ARE UNSURE OF THE ANSWERS TO ANY OF THESE QUESTIONS, ASK YOUR INSTRUCTOR OR SUPERVISOR FOR HELP.

CHAPTER 5



CHAPTER FIVE

TOOLS OF THE TRADE

Tableware

Every establishment has its own particular selection and style of china, cutlery and glassware, depending on the type of service offered. The following illustrations will show you some of the main pieces of tableware you are likely to encounter in most restaurant operations. The items marked with an (S) are for specialized use, and will generally be found in restaurants offering Russian or French service.

GLASSWARE

juice

water

iced tea

sherbet

tulip

1 JUICE GLASS - 115 ml (4 oz)

2 WATER GLASS - 230 ml (8 oz) for serving water, milk, and soft drinks

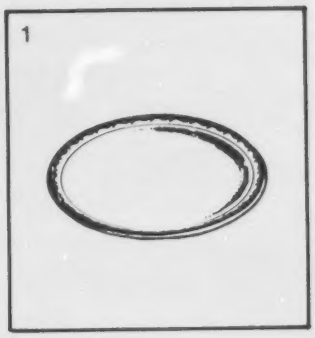
3 ICED TEA GLASS - 340 ml (12 oz) for serving iced tea, milkshakes, sodas or floats

4 SHERBET GLASS

5 TULIP GLASS - for serving sundaes

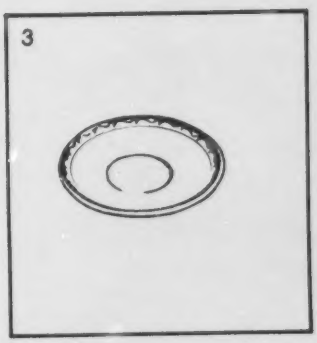
* No glasses used in service of alcoholic beverages are included.

DISHWARE



Round dinner plate

Bread and butter plate



Saucer

Oval dinner plate

1 - DINNER PLATE (ROUND & OVAL) normally 25 cm (10 in.) in diameter, used for serving main course.

2 BREAD & BUTTER PLATE - 12 cm (5 in.) or 17 cm (7 in.) - used as underliners or for serving the roll.

3 SAUCER - used as underliner for coffee or tea cup.

1 SOUP BOWL - 10 cm (4 in.) used for serving soup of the day.

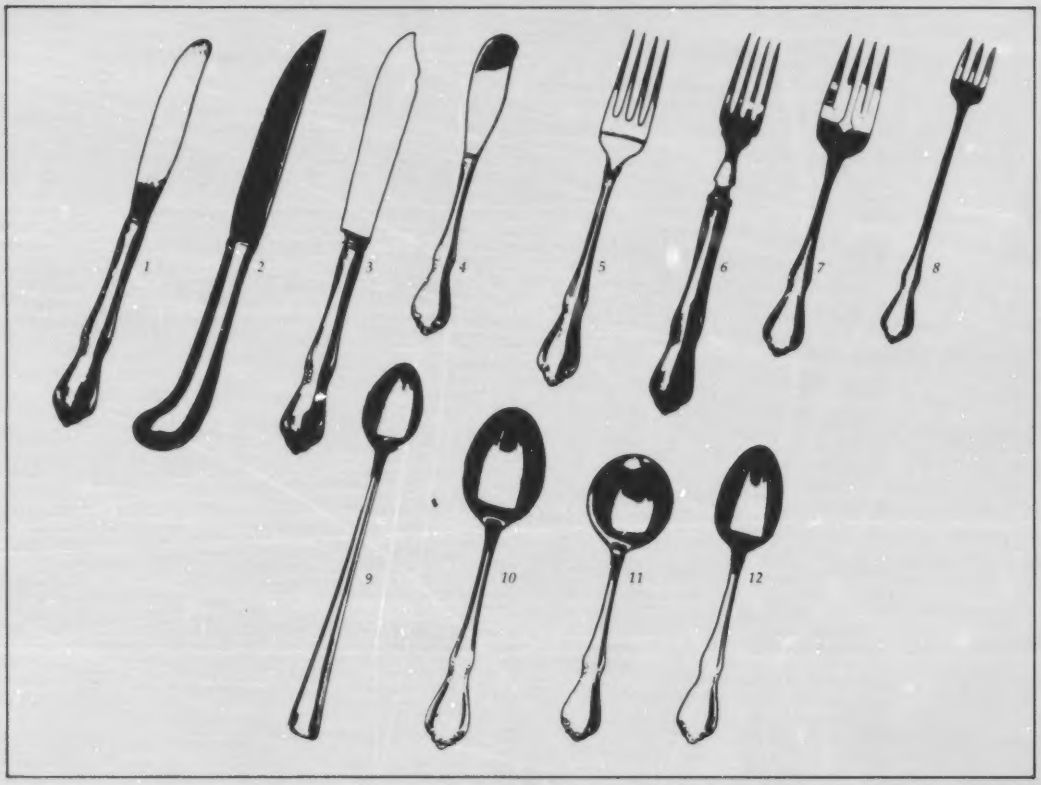
2 SOUP CUP - 6 cm (2 1/2 in.) with or without handles, used for serving consommes, or small soup portions.

3 COFFEE/TEA CUP

4 FRUIT NAPPÉ - 7 cm (3 in.) - used for serving puddings and compotes.

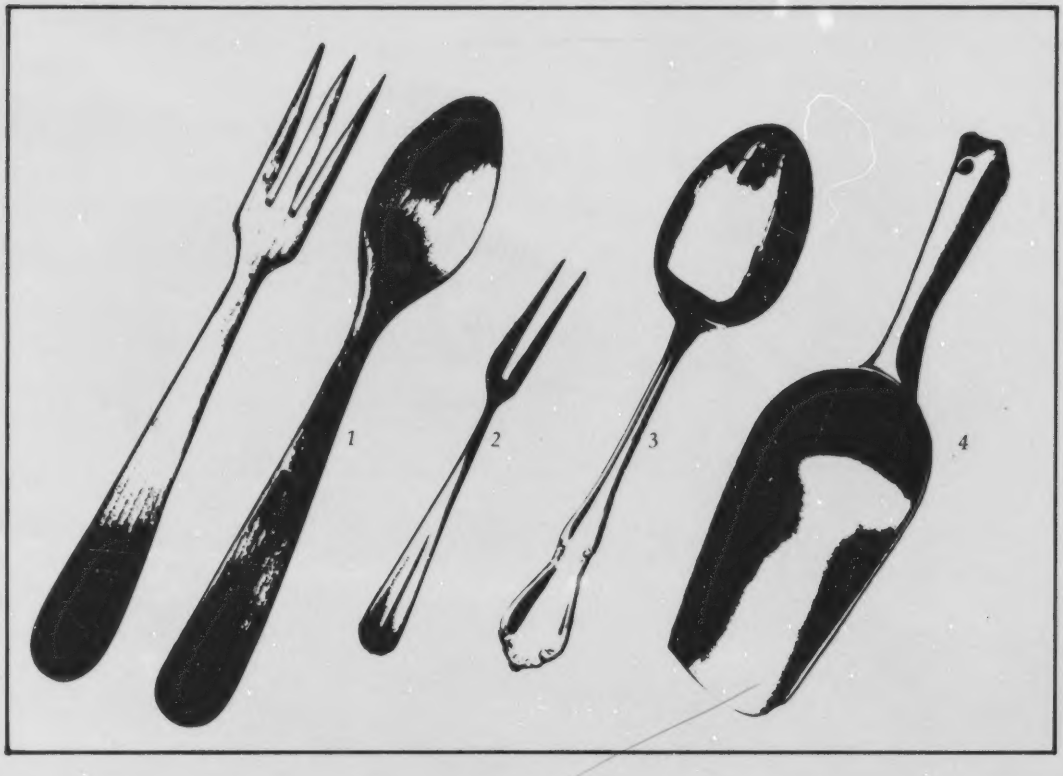
5 COCKTAIL (SUPREME) BOWL - used for serving small seafood cocktails.

CUTLERY OR SILVERWARE



1 DINNER KNIFE - for entrées
2 STEAK KNIFE - serrated edge, served with steaks
3 FISH KNIFE - served with fish and hors d'oeuvres
4 BUTTER SPREADER - served with bread or rolls
5 DINNER FORK - for entrées
6 FISH FORK - served with fish and hors d'oeuvres
7 SALAD FORK - served with salad
8 COCKTAIL FORK - served with seafood cocktail
9 PARFAIT SPOON - served with parfaits
10 DESSERT SPOON - for soups in soup bowls, hot/cold cereals
11 CONSOMME SPOON - served with consomme
12 TEASPOON - for tea, coffee, fruit cocktail, ice cream

SERVING UTENSILS



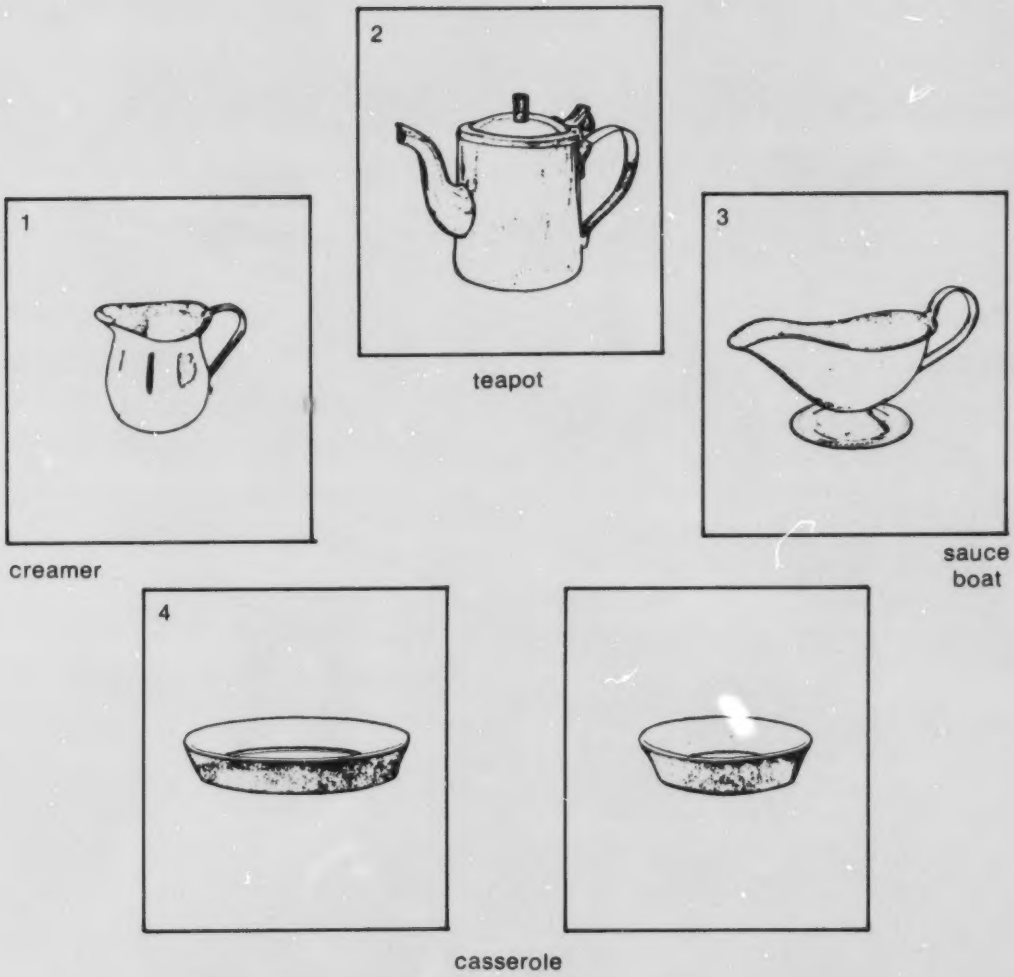
1 SALAD SET - for tossing and serving salad

2 PICKLE FORK - for serving olives and pickles

3 TABLE/SERVING SPOON

4 ICE SCOOP - for serving ice cubes or cracked ice

SERVING DISHWARE



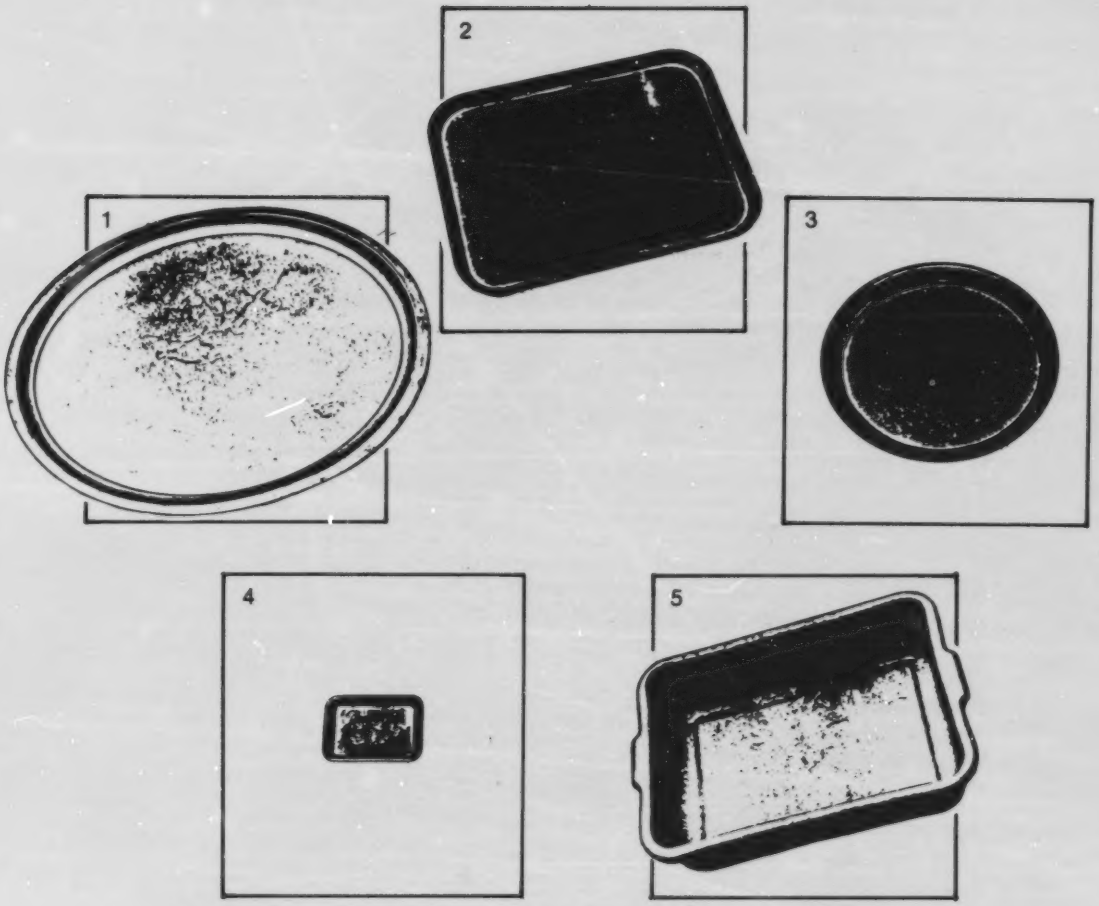
1 CREAMER - for fresh cream

2 TEA POT - for individual servings of tea

3 SAUCE BOATS - large/small, for serving sauces

4 CASSEROLE - oval/round, for serving individually baked dishes

SERVING TRAYS



1 - BUS OR BANQUET TRAY

2 - ARM TRAY

3 - BAR TRAY

4 - CHANGE TRAY

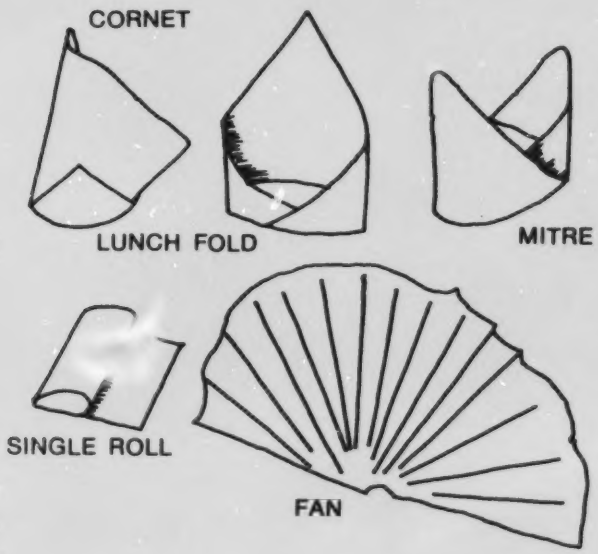
5 - BUS PAN

LINEN AND NAPERY

Care must be taken in handling clean linen. You should learn which size cloths belong to which tables. Napkins should only be used for the customer and sometimes for clean service such as on a plate to carry cutlery to and from tables. Used linen or napkins should never be refolded since they may be mistaken for clean ones and be given to a customer by mistake. Rotate your stock of fresh linen on a first-in first-out basis.

NAPKIN FOLDING:

The elaborate folding of table napkins has in recent years decreased because of the sanitary aspects of over handling. It is also a very time consuming job. Nevertheless, decorative folds for napkins may still be used on special occasions or functions.



Electrical and Gas Appliances

There are many different kinds of gas and electrical equipment used in the daily operation of a restaurant. It is your responsibility to learn how to operate and clean some or all of the following equipment:

toasters

coffee making equipment

mixers

freezers

refrigeration units

soup warmers

bun warmers

milk dispensers

ice cream dispensers

soft drink dispensers

milkshake mixers

You should be aware of the tremendous capital investment involved in furnishing and equipping a restaurant. You should also be aware of the controllable expenses. Equipment damaged through carelessness and mishandling is one of the main items under Controllable Expenses. Equipment and utensils can have their life lengthened or shortened considerably by the way they are cared for, handled and maintained.

There are many pieces of mechanical, gas, or electrical equipment over which you will have no maintenance control. Much can be gained however, by:

- Immediately reporting anything that appears to be malfunctioning or damaged.
- Always using equipment properly and according to its specifications so that it does not become over-worked or overloaded.
- Maintaining proper cleanliness, work habits and regular cleaning routines.
- Avoiding spills that could damage finishes or moving parts.

ELECTRICAL EQUIPMENT:

With equipment such as roll warmers, coffee hot-plates, soup warmers, steam table units, milk shake machines, etc., report immediately any non-working elements loose wires, loose plugs, and broken cords. Do not allow water to get into, or on heating elements or coils that are not sealed.

Always unplug electrical equipment before lifting, moving or cleaning. Never start digging out a stuck piece of toast without unplugging the toaster first, and never do it with a metal object. Avoid handling electrical equipment with wet or damp hands or when standing on a wet floor. Report any electrical shocks from equipment so that it may be checked and properly grounded.

GAS EQUIPMENT:

Most modern ovens, fryers and similar equipment have safety couples on the pilot lights. This means that the main gas flow will not turn on until the pilot light is burning. When lighting pilot lights, follow the instructions implicitly and use a long taper to reach the area you wish to light.

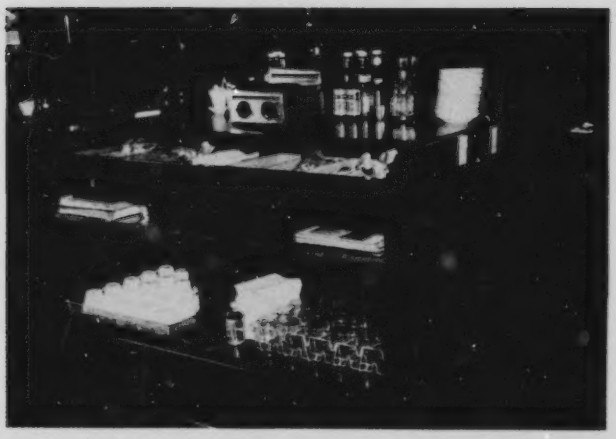
Any closed units, such as ovens, should be approached with care, especially if they do not have safety pilot lights. If at any time you suspect there has been a leakage of gas, make sure all gas is shut off tightly, open oven door and wait several minutes until everything is well cleared or vented before re-lighting the unit. Open burners under coffee urns and grills do not present the same hazards, but they should be handled with reasonable caution.

STAINLESS STEEL:

Present day restaurants utilize a large amount of stainless steel, ranging from shelves and fronts of refrigerator cabinets to cutlery which, when well cleaned and polished, exhibit an air of cleanliness and sanitation.

Salts, acids and combinations of these are extremely hard on all metals and will cause pitting and wear, even on metal as hard as stainless steel. Cutlery, whether stainless or silverware, should never be left lying around dirty or left soaking for too long in water which may have become contaminated with salts and vinegars. If a chlorine compound is being used to remove oxidation stains from stainless spoons, forks, etc., it must always be used after the cutlery has been washed, and the cutlery then re-washed.

Your Side/Service Stand



The side or service stand is just what the name suggests. If you have it well organized and well stocked, it will be of service to you and save you endless trips in all directions. As more than one server is working from the stand, it is each one's duty to keep supplies stocked up.

The average side stand may have some or all of the following;

Glasses
Underliners
Saucers
Cutlery
Ash Trays
Menus
Matches
Napkins
Tea Pots
Straws
Doily
Change Tray
Crumber
Check Book
Pencil
Side Towel
Folding Side Stands

Serving Utensils
Wipe Towel
Place Mats
Extra Salt and Pepper Shakers
Extra Sugar
Cork Screw
Coffee Warmer and Pots
Condiments and Condiment Racks
Crackers
Hot Drawer for Rolls
Heated Holding Area for Soups
Water/Ice Jugs
Wine Basket
Champagne Stand
Butter on Ice
Cream on Ice
Hot Water
Bread and Cracker Baskets

Use your side stand for holding food from the kitchen prior to serving and not for dirty dishes. Only non-perishable food items may be left at the service stand. Perishable foods are brought in just before the serving period. Warmers and other equipment must be tested **before** service.

Your guest sees what you handle and how you handle it. Remember all the rules of sanitation and apply them.

TEST YOURSELF

1. What kinds of beverages would normally be served in an 8 oz. (230 ml) glass?
2. A dish used for serving an individually baked food is a _____
3. What kind of plate would you use as an underliner, and what kind of glass would you use for serving a milkshake?
4. A bowl used for serving puddings or compotes is called a _____
5. Turn to the page titled "Cutlery or Silverware", cover the written description beneath the photograph. Without referring to the descriptions, name each utensil and describe what it is used for.
6. You are serving a seafood cocktail. What kind of bowl should it be presented in?
7. Your boss has asked you to stock up the ice cream service area with the glasses used for serving sundaes. Which ones will you choose?
8. Name at least ten types of gas or electrical appliances you should learn how to operate.
9. The hot plate on the coffee warmer is overheating and spoiling your coffee. What procedures should you follow?
10. You are the first person to arrive one morning and you notice, passing through the kitchen, that the pilot light has gone out in one of the gas ovens. What should you do?
11. You are helping set up in a brand new dining room. Make a checklist of items you'll need to stock your side stand.

CHAPTER
6

CHAPTER SIX

WHAT'S IN A HOLLANDAISE?

(OR, HOW TO INTERPRET A MENU)

Purpose and Layout of the Menu

In addition to knowing how to identify and use the "tools of your trade," you must become very familiar with the kinds of food your establishment serves. Understanding how a menu is laid out and what various dishes are, is an essential part of your job.

You are responsible not only for serving food but also for selling it. The menu will aid a guest in seeing what food is available and what the prices are. Using the menu and your knowledge of how dishes are prepared, you can assist the guest in making a choice and sell additional items to complement the meal.

Menus should be handled and cared for properly. Those which are multi-coloured, leather-backed or written on scrolls are very expensive.

A menu is like a business card or a form of advertisement showing the customer what kind of a restaurant he is patronizing. Be sure that the menu you present to your guest is clean and unmarked.

Categories of Food

Foods on a menu fall into several general categories. The following is a list of the categories and the usual order in which they would be served.

JUICE	— well chilled and generally not sweet — may include: tomato, vegetable or fruit juices
APPETIZER	— a savory food item served before a meal to stimulate the appetite. — may include: Hors d'oeuvres, canapes, or relish tray
SOUP	— served either hot or cold. Hot soups consist of both clear and thick varieties, cold soups include jellied consommé or Vichyssoise.
SEAFOOD	— usually lobster, crayfish, shrimp, crab, snails, oysters, clams or scallops. Considered as a class by themselves.
FISH	— includes such varieties as salmon, halibut, sole, trout and cod often served with special sauces. — may be included under "Entrées" on some menus.
SALADS	— usually a combination of crisp, fresh vegetables (or fruit). May be: tossed salad, coleslaw, fruit plate, Waldorf, or Caesar salad served with dressings such as Thousand Island, French, Roquefort or vinaigrette (often a specialty of the house).

ENTRÉE	— the main course of the meal, usually built around a meat such as beef, pork or lamb. May also include stews, egg dishes and pastas.
CHEESE AND FRUIT	— found primarily on "formal" menus, may include: Cheddar, Camembert, Roquefort and Swiss cheese.
DESSERTS	— a variety of sweets such as ice cream, jello, pudding, pies, cakes or house specialties such as French pastries or Crêpe Suzette.
BEVERAGES	— may include tea, coffee, milk or specialties containing alcohol such as Spanish Coffee, Irish Coffee, or Cafe Royal.

*Sandwiches, fountain products and short order foods are generally found on separate snack menus, or on the opposite side of the same menu.

Types of Menus

Most menus list foods in the order you've just read. However, menus differ somewhat according to purpose. They are planned to include foods best suited to the hour of the day during which they are to be served.

The Breakfast Menu:

The breakfast menu is usually an à la carte menu with an attached "daily menu" offering a selection of combinations of breakfast foods at an all inclusive price.

The Luncheon Menu:

The luncheon menu is usually composed of a list of à la carte dishes. Light luncheons and ready-made dishes are predominant. In addition several table d'hôte meals may be listed.

The Dinner Menu:

The dinner menu is similar to the luncheon menu. It is usual to include more meat entrées.

The Afternoon Tea Menu:

This menu is designed for use between lunch and dinner. It usually consists of a variety of fancy sandwiches, pastries or fountain specials along with freshly brewed tea and coffee.

The Cocktail/Reception Menu:

The cocktail or reception menu will vary considerably depending on the occasion. Selection and quantity of items served are directly proportional to the price of the menu. Items served may include a variety of assorted relishes, canapés and hot or cold hors d'oeuvres.

Specialty Menus:

Specialty menus may include Afternoon Tea menus, Light or Late Supper menus and Fountain menus.

A Cocktail or Wine Menu lists the alcoholic beverages including; wines, beers, liqueurs and cocktails or specialties of the house.

A Clip-On-Rider is attached to the a la carte menu to draw attention to a special item.

A Table Tent is a folded tent-like card advertising banquet facilities, cocktail lounges, special dinners such as Sunday Brunch, Easter Buffet or other items of interest to the guest.

There are three basic types of menus used. Styles may vary from restaurant to restaurant, but they will generally fall into one of the types shown in the following pages.

A La Carte

This is a permanently printed menu that is seldom changed. Each item is listed and priced separately, allowing the guest to make his own meal combination. The portions may be larger than those served on the "carte du jour" (daily menu). This menu may be used at Breakfast, Lunch or Dinner.

A la Carte

Appetizers

CHILLED COCKTAILS:

Shrimp or Crabmeat_____

Okanagan Fruit Cocktail_____

CHILLED JUICES:

Chilled Okanagan Sun-Rype Apple Juice, Tomato, Orange or Grapefruit Juice_____ Small_____ Large_____

Soups

Daily Fresh Delicious Dinner Soup _____

Cream of Tomato, Cream of Mushroom, Chicken Noodle or Vegetable Soup_____

From Our Grill

(Prices include Hot Rolls, Tossed Salad, Dinner Vegetable)

New York Steak, Juicy and Tender served with Mushrooms _____ $ ___

Filet Mignon, wrapped in Bacon, tender and tasty _____ ___

Choice Cut T-Bone Steak, Mushroom Caps_____ ___

Grilled Hawaiian Ham Steak, with Fruit Topping _____ ___

Deep Fried Half Spring Chicken, with Cranberry Sauce____ ___

Breaded Veal Cutlets, Red Currant Jelly _____ ___

Grilled Pork Chops with Spiced Crabapple _____ ___

Delicious Desserts
(Baked Daily by Our Pastry Chef)

Fruit Pies _____

A la Mode _____

With Cheese _____

Cream Pies _____

Ice Cream, Sherbet, Dinner Dessert _____

Beverages

Coffee_____

Tea _____

Iced Tea or Coffee _____

Milk_____

Cheeses
(Served with Crackers)

Canadian Cheddar_____

Danish Blue_____

Carte Du Jour

The carte du jour, or daily menu, lists special items prepared for that day. These are not necessarily complete meals. Be sure to know exactly what the guest is entitled to on each "special" and make the correct charge. The carte du jour may be offered during breakfast, lunch or dinner and attached to the à la carte menu.

Juice or Green Pea Soup

Or

Tossed Green Salad with a choice of 'Tarton' French, Thousand Island, Miracle Whip or Roquefort Dressing.

FOR THE CLOCK WATCHER'S ONE STOP LUNCHEON

Juice or Soup
Devilled Egg Sandwich
Potato Chips
Dinner Dessert
Coffee or Tea

Entrees

CHICKEN POT PIE _____
BREADED PORK CHOP with APPLE SAUCE _____
SMALL DINNER STEAK with FRENCH FRIES _____
GRILLED SALMON STEAK with LEMON WEDGE _____
FRESH FRUIT SALAD with RICE CENTER _____
HOMEMADE DINNER ROLLS COFFEE or TEA Included (MILK Extra)

Dinner Dessert

Choice of: DINNER DESSERT, ICE CREAM or SHERBET

Table D'Hôte

This is an "all-inclusive" menu consisting of a full course meal with one fixed price for a combination of items. The Table d'Hote may be found on board ship, in private clubs, hotel dining room or any place where formal dining room service is offered. This menu is generally restricted to set hours such as 11:00 a.m. to 2:00 p.m. and 6:00 p.m. to 8:00 p.m.

Table d'Hôte

(Entree Prices Include Complete Dinner)

Soup or Juice

French Onion Soup or Soup du Jour
Chilled Fruit Cocktail
Tomato or Okanagan Apple Juice

Chilled Relish Dish

Celery and Carrot Sticks
Ripe Olives and Sweet Mixed Pickles

Crisp Tossed Green Salad
with Choice of French, Thousand Island or Roquefort Dressing

CHATEAUBRIAND JARDINERE (For Two) _____
The centre Cut of the Filet, The Gourmets Favourite. Specify your wish from rare to well done, we will time it to the minute.

TOURNEDOS ROSSINI _____
Filet Mignon topped with Chicken Liver and Port Wine Sauce, served on a Crouton.

MIGNONNETTES OF BEEF MAITRE d'HOTEL _____
Three small Filet Steaks, grilled to your wish. Served with very tasty Parsley Butter.

GRILLED TOP SIRLOIN STEAK _____
With Fried Mushrooms. The Steak you will tell your friends about.

SERBIAN SHISH-KEBAB ON RICE LEBANON _____
The Near East Contribution to mouth-watering Cookery. Morsels of Sirloin marinated in Wine and Herbs. Grilled on a Skewer with Mushrooms, Green Pepper, Tomatoes and Onions.

WIENER SCHNITZEL _____
An International Dish originated in the Capitol of Austria, Breaded Veal Cutlet topped with Lemon, Anchovies and Capers.

GRILLED FRESH B.C. SALMON STEAK _____
B.C.'s contribution to international gourmets topped with special flavored Lemon Parsley Butter.

HALF DOZEN DEEP FRIED MALASPINA OYSTERS _____
Served on Toast with a Rasher of Bacon and Cocktail Sauce.

Vegetables

Baked Potato with Sour Cream, Chives and Grated Parmesan Cheese, Steamed Potato with Drawn Parsley Butter, Creamy Mashed Potatoes or French Fried Potatoes. Vegetable of the Day.

Dessert

Ice Cream, Sherbet or Dinner Dessert

Beverages

Tea or Coffee

Items are prepared to Order and require 15 to 30 minutes for preparation.

Basic and Specialized Menu Terminology

The French have been world famous for their cooking for many centuries. As a result, a number of French words and phrases are used on menus today. The following is a list of terms (French, and English) with which you may not be familiar. You will often be asked by guests to interpret items on the menu, so you should understand what they mean.

COOKING TERMINOLOGY:

Bake:	— To cook by dry heat in an oven
Boil:	— To cook in water at a temperature of 100° C (212° F)
Stew:	— To cook small pieces of meat, fruit, or vegetables at a simmering temperature in sufficient water to cover
Sauté:	— To fry in a small amount of fat or butter
Roast:	— To cook in the oven by dry heat in an uncovered pan without water. Roasting is used for thick pieces of tender meat; prime rib, loin of pork.
Deep Fry:	— To cook in hot fat at a temperature of 175° C (350° F) to 200° C (400° F)
Broil:	— To cook by direct heat; coals
Grill:	— Same as broil, except use hot grill plate, temperature 175° C (350° F) to 200° C (400° F)
Braise:	— To brown in a hot container in a small amount of fat, followed by slow cooking, covered, in a small amount of liquid.
À la King	— served in a cream sauce with mushrooms, green and red peppers
À la Mode	— usually ice cream served on dessert. May also mean "in the style of."
Aspic	— jellied meat, poultry or fish
Baked Alaska	— cake and ice cream covered with whipped egg whites and browned in the oven
Béarnaise	— sauce consisting of eggs, clarified butter, tarragon and vinegar
Bouillon	— broth
Brochette	— thin wooden or metal skewer
Canapé	— bite sizes of toasted bread served with savory foods such as smoked salmon, tartar, caviar
Champignon	— mushroom
Chicken Cacciatore	— roast chicken simmered in a tomato sauce seasoned with onions, garlic and peppers

Chowder	— thick soup or stew of clams, fish or vegetables
Club Sandwich	— three-decker toasted sandwich with lettuce, bacon, tomato and turkey or chicken
Coleslaw	— shredded cabbage salad
Compôte	— stewed fruit
Consommé	— clear soup, highly seasoned
Croquette	— potatoes which are mashed, dried, combined with eggs rolled into cork shape, breaded and deep fried
Croûtons	— small cubes of bread, toasted or fried in butter — used as salad or soup garnish
Cubed	— cut in squares a quarter inch to one inch
Devilled	— chopped or ground and mixed with mayonnaise
Diced	— (Brunoise) cut into cubes less than one quarter inch
Filet	— tenderloin of pork, beef or veal. Also boneless piece of fish
Fumé	— smoked
Glace	— ice cream
Hollandaise	— sauce with melted butter, eggs, and lemon, used for fish, meats and "Eggs Benedict"
Hors D'oeuvres	— bite size savory foods, served hot or cold — bacon snacks, shrimps, oysters, pickled herring
Julienne	— cut into thin strips
Jus	— natural juices. Usually appears on menus as "au jus."
Kosher	— orthodox Jewish style of cooking
Marinate	— to soak in a prepared liquid or brine
Meunière	— fried in brown butter
Minestrone	— thick Italian-style vegetable soup with macaroni or spaghetti
Mornay	— thick cheese sauce
Purée	— a thick, sieved soup
Sweetbreads	— a soft white gland from the throat area of a calf
Stroganoff	— beef prepared in a sour cream sauce and spiced
Welsh Rarebit	— cheese fondue poured over toast, back bacon, and sprinkled with paprika
Western/Denver	— egg mixture with ham, onions and green peppers, cooked and served as a toasted sandwich
Yams	— sweet potatoes

SPECIALIZED TERMINOLOGY:

(These terms will be found primarily on formal menus).

Allumette	— matchstick potatoes
Almandine	— with almonds
Bechamel	— a white cream sauce made of flour, butter and milk
Beignet	— fritter
Bisque	— a thick, rich soup
Bouquetière	— assorted cooked vegetables
Caviar	— roe (eggs) of fish, usually sturgeon
Créole Sauce	— spicy tomato sauce with mushrooms, green peppers and onions
Crêpes Suzettes	— a dessert consisting of thin pancakes flamed with brandy and liqueur
Du Barry	— with cauliflower
Entrecôte	— sirloin or New York steak
Escargots	— snails
Flambé	— flamed with brandy and liqueur
Fondue	— a preparation of melted cheese flavoured with wine. May also be small pieces of meat (or fruit) dipped into hot fat (or chocolate).
Jardinière	— mixture of garden vegetables
Lyonnaise	— foods cooked or accompanied with onions
Maledoine	— mixture of vegetables or fruits served together
Pâté	— meat paste (e.g. pâté de foie gras is goose liver paste)
Printanier	— assorted spring time vegetables
Ragout	— stew
Shish Kebab	— Shish — Turkish word meaning skewer, Kebab — roast meat referring to lamb
Soufflé	— light, fluffy baked dish made with eggs, milk and assorted flavourings
Tartar Steak	— raw ground and cut tenderloin of beef, heavily seasoned
Tripe	— the first and second stomach of beef. Honeycomb tripe is most desireable
Vichyssoise	— cold potato and leek soup

Meat Cuts: The Mainstay of the Menu

Meat is generally considered to be the most important item in a meal. The meat dish is a deciding factor when selecting and ordering the accompaniments and wine. Meat is also one of the major costs in a menu. It is expected that you, the salesperson, will have a thorough understanding of the various meat cuts which are used in the Food Service Industry. They can be classified as follows:

(a) Steaks, chops and cutlets

(b) Roasts, boiled and baked cuts, and stews

The main emphasis is this section will be on steaks, chops and cutlets.

Your knowledge has to be broad enough to:

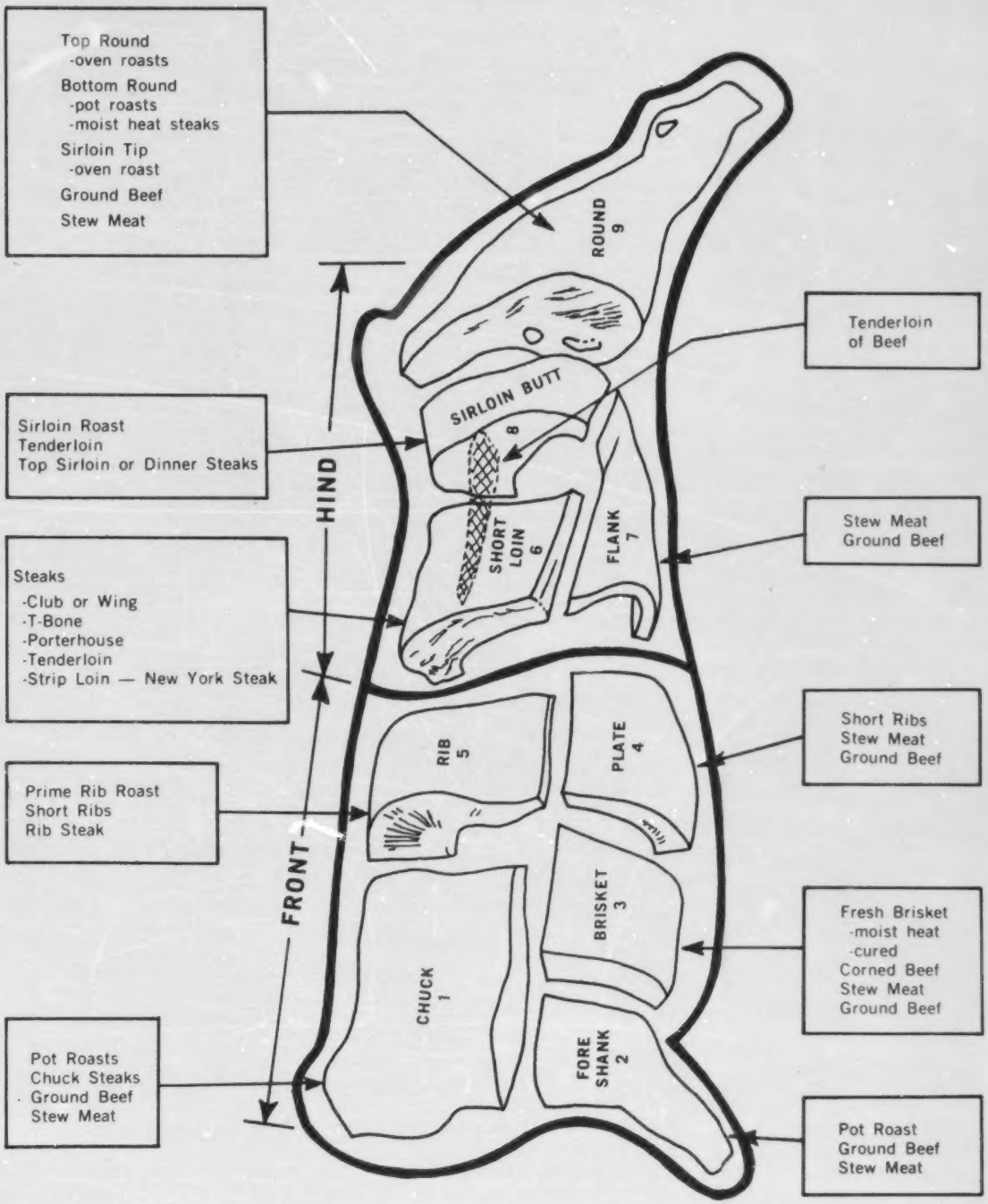
(a) Talk intelligently about the various cuts

(b) Identify a steak by its name and shape

(c) Know the locations of the steaks in a side of beef, to help you understand the price of the steak and the quality and tenderness of the steak

(d) Recognize pork chops and cutlets, lamb chops, veal chops and cutlets

PRIMAL CUTS OF A SIDE OF BEEF

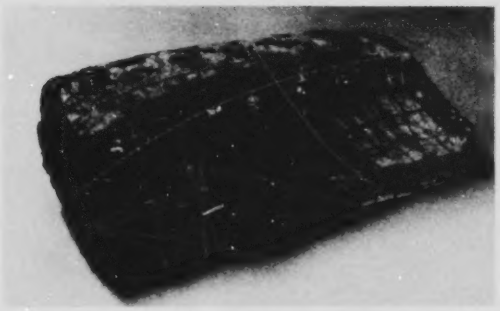


Long loin of beef — number 6 and 8 combined.
Long hip of beef — number 8 and 9 combined.

Steaks are generally understood to be meat which can be grilled, broiled or pan fried and prepared to guest's taste from rare to well-done. Preparation time may be from 10-35 minutes for "first category" steaks and sometimes longer for "second category" steaks.

FIRST CATEGORY STEAKS are cut from the hind quarter of beef, with the exception of the rib steak which is cut from the front quarter. Steaks are shown here in the order they are located from front quarter to sirloin butt. Refer to the chart for exact location.

FROM THE RIB (5)



PRIME RIB ROAST

RIB STEAK

— usually 8 - 10 ounces
— with bone

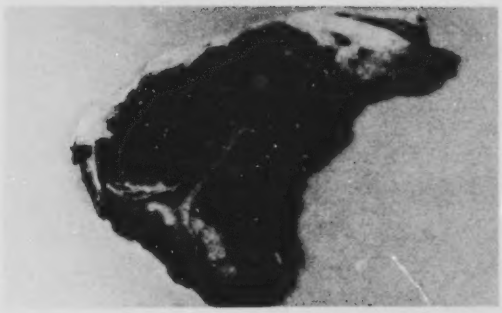
DELMONICO OR RIB-EYE STEAK

— boneless rib-steak trimmed of most fat

FROM THE SHORT LOIN (6)

CLUB OR WING STEAK

— very similar to the rib steak but has less gristle. If your establishment serves both club and rib steaks be careful to identify before serving. Note: a club steak which is boneless and trimmed of fat is called a NEW YORK CUT (different from an actual New York Steak!)



T-BONE STEAK

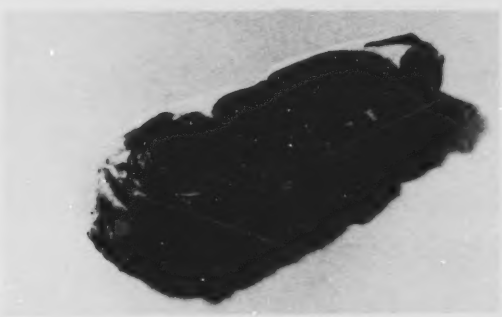
— recognized by its T-shaped backbone. Similar to Porterhouse (following) but with a smaller amount of tenderloin.

PORTERHOUSE STEAK

— there are only 2-3 Porterhouse steaks in each side of beef. Tenderloin should be at least 2 inches in diameter.

STRIP LOIN

— short loin which has been boned is called strip loin. Usually weighs 5-6 kg (12-14 lbs.)



NEW YORK STEAK

— cut from the strip loin

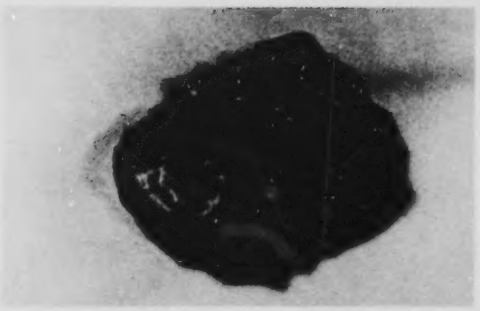
FROM THE SIRLOIN BUTT (8)

TENDERLOIN

— most tender and delicious cut. Weighs 3-4 kg (6-8 lbs.) before trimming, 2-3 kg (4-6 lbs.) after trimming

TOURNEDOS

— cut from the tip of the tenderloin, one portion is usually two tournedos

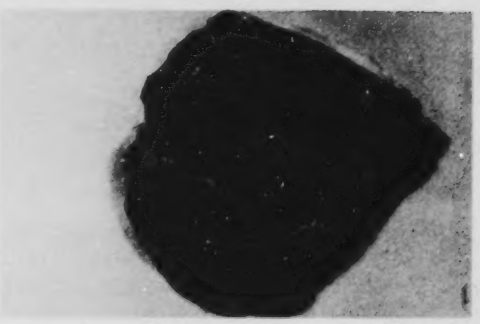


FILET MIGNON

— cut from the tenderloin. Only one steak is served if cut from the centre — two served when cut from the tip.

CHATEAUBRIAND

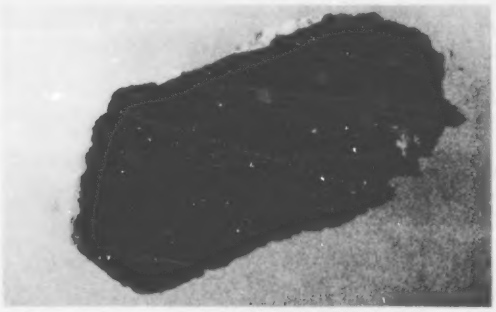
— The Chateaubriand is cut from the tenderloin "head." It is prepared for not less than two persons, and can vary in size sufficient for up to 4 to 5 persons.



TOP SIRLOIN OR DINNER STEAK

— cut from the sirloin butt above the tenderloin

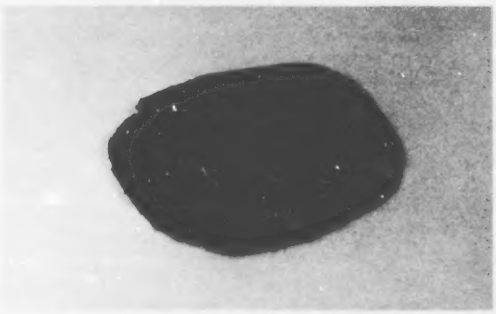
FROM THE TOP ROUND (9)



MINUTE STEAK

— The minute steak is cut from the less tender top round. It is tenderized by machine which cuts the fibres. It does not, therefore, take much time to have them prepared "well done."

SECOND CATEGORY STEAKS are cut from the front and hind quarters. They require a longer preparation time than first category steaks either for cooking (such as braising for the Swiss steak) or preparation (such as mincing for the Salisbury steak).



SALISBURY STEAK

— made of ground beef and can be grilled, broiled or pan fried. If the steak is made of lean meat only, it can be prepared to the guest's taste of "doneness." Otherwise it is advisable to have it well done. Consult your Chef!

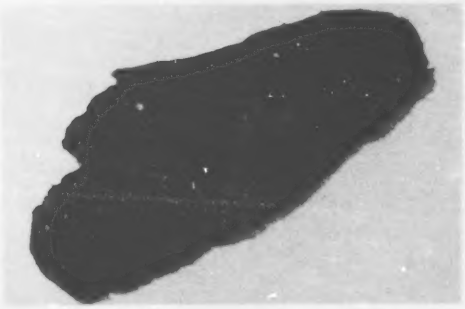
SWISS STEAK

— can be a cut from the chuck, or from the bottom round. It is browned and simmered with onions in brown gravy.

Veal, Pork and Lamb

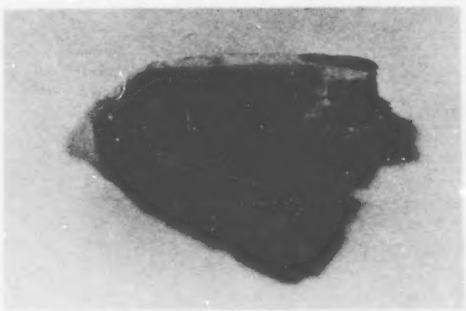
The cuts of meat from veal, pork and lamb, which you must be able to recognize are chops and cutlets. These cuts may be prepared by grilling, broiling or pan frying and are always well done. The exception is chops from fresh lamb which can be prepared to guest's taste — well done, medium-pink, but not rare. Chops and cutlets of veal and pork are sometimes breaded.

Veal



CUTLET
— boneless cut from the leg

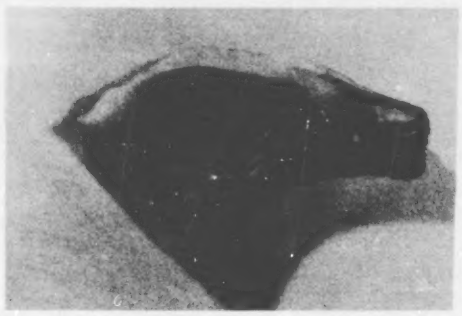
RIB CHOP
— cut from the rib



LOIN CHOP
— has T-shaped bone

BUTTERFLY PORK CHOP

— this is a double thick pork chop split in the center and flattened, which gives the shape of a butterfly.



RIB CHOP

— identified by the rib bone

Lamb

In lamb, usually one rib and one loin chop are served as a portion. The same may apply to pork if the chops are small. Veal is normally large enough to have one piece per portion. You have to consult the Chef so that you can advise your guest.

In lamb, chops can be specially trimmed and cut, and are called the following:

FRENCH CHOPS

— Rib chops with one inch of the rib bone completely cleaned of all meat and fat. Before serving a frill may be slipped over the bone.

Food Condiments and Accompaniments

A condiment is a relish, sauce, or food served with a menu item to complement its flavour. By supplying the appropriate condiment, the waiter or waitress may add appreciably to the guest's pleasure during the service of these different kinds of dishes. The following list provides the generally accepted condiment served with various kinds of food.

BREAKFAST ITEMS:	Eggs	— salt and pepper, ketchup
	Toast	— butter, jam
	French Toast	— butter, syrup, powdered sugar
	Oatmeal	— brown sugar, cream
	Dry Cereal	— sugar, milk
	Pancakes	— butter, syrup
APPETIZERS:	Seafood Cocktail	— lemon, cocktail sauce
	Raw Shellfish	— lemon, cocktail sauce
	Fresh Fruit	— cream, sugar, lemon
	Melons	— lemon, lime
	Half Grapefruit	— sugar
	Tomato Juice	— salt and pepper, lemon, Worcestershire sauce
SOUPS:	General	— crackers
	Canadian Pea Soup	— half-inch diced croûtons
	French Onion Soup	— cheese croûtons
	Minestrone	— parmesan cheese
	Borscht	— sour cream
FISH:	Grilled	— lemon, melted butter
	Breaded & Fried	— lemon, tartar sauce
SALADS:	Romaine Lettuce	— Assorted dressings - French
	Coleslaw	- Thousand Island
	Endive Lettuce	- Vinaigrette
	Butter Lettuce	- Roquefort
ENTREES:	Roast Beef	— horseradish, hot mustard
	Pork/Ham	— apple sauce, fritter or ring
	Lamb	— mint sauce, mint jelly
	Turkey/Chicken	— cranberry sauce
	Steak	— steak sauce, HP sauce
	Oriental Dishes	— Soya sauce
	Curry dishes	— chutney sauce
VEGETABLES:	Corn-on-the-Cob	— extra butter, salt and pepper
	Baked Potato	— sour cream, bacon, extra butter, parmesan cheese, chives
SHORT ORDERS:	Hot Dogs	— mustard, relish
	Hamburgers	— ketchup, relish, mustard
	French Fries	— vinegar, ketchup, salt
	Cornbeef Sandwich	— hot mustard
DESSERTS:	Apple Pie	— cheese
	Fruit Pie	— whipped cream, ice cream
	Cheese	— butter, crackers, rolls
	Fruit	— ice cream, whipped cream
BEVERAGES:	Coffee	— cream, sugar
	Tea	— lemon or cream, sugar
	Iced Tea	— lemon, sugar (berry)

TEST YOURSELF

1. What are the basic food categories included on most menus? In what order do they normally appear?
2. What is an "à la carte" menu?
3. What is a "carte du jour"?
4. What is a "table d'hôte" menu and in what kind of dining room is it usually found?
5. When a guest asks for pie à la mode, what does she mean?
6. A guest wants to know what brochettes of beef are. What will you tell him?
7. A guest has requested croûtons. What are they and with what kind of food will he eat them?
8. A guest has ordered "trout meunière." What does "meunière" mean?
9. Give two examples of hors d'oeuvres.
10. What is a Western or Denver sandwich?
11. Your guest is violently allergic to eggs. Would you recommend a dish that included Hollandaise sauce?
12. One of your house luncheon specials comes with coleslaw. What is coleslaw?
13. Name three of the most tender, tasty (and high-priced) cuts of beef which might appear on a menu.
14. How can you recognize a T-Bone steak?
15. Why are Salisbury and Swiss steaks different from most other kinds of beef steaks?
16. Does a veal cutlet have any bones?
17. There are two pork orders waiting to be picked up. One is a pork cutlet, the other is a pork loin chop. You want the loin chop. How can you tell the difference?
18. What kind of lamb chops are sometimes "dressed up" with a frilly cuff?
19. What condiments would you offer a guest who has a baked potato?
20. What is a favourite accompaniment to apple pie (other than ice cream)?
21. What are the four most common types of salad dressing?

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CHAPTER SEVEN

SETTING UP FOR SERVICE

Your Opening Duties

Each day the restaurant must be prepared before opening. This is known in French, as "mise en place" meaning "put in place." While being assigned to stations you are simultaneously given side duties or clean up duties. All these jobs must be done before opening otherwise everyone gets off to a bad start; the waitress never "catches up", the customer may suffer delay and disappointment, and everything goes wrong.

Opening duties may include all or some of the following:

- Turn on lights, electrical or gas appliances, such as toaster, hot water urn, coffee machine, etc.
- Clean carpet.
- Take down chairs.
- Set up tables or counters.
- Check tables, chairs, counter tops, for alignment and cleanliness.
- Check salt and peppers, sugar, ashtrays, menus and napkin supply.
- Check and fill cream jugs, check butter, bun warmer, and other condiments.
- Make coffee.
- Bring out necessary food items, pastries, desserts, bread sticks, mints, etc.
- Fill ice bin or check ice machine.
- Check and place flowers or center pieces if necessary.
- Check all side stand supplies, cups, glasses, plates, cutlery, etc.

A note about side duties . . .

Side work and cleaning routines are performed during slack periods and before and after service hours. They are arranged so that each employee is responsible for doing his equal share of the work load. Respect your fellow employee and work together in harmony. That's team work! A word of caution — regardless of what side work you are doing, the customer must be served first.

Carrying Tableware By Tray

Stocking your station, serving guests and cleaning soiled tables are all activities which may require you to carry heavily loaded trays. The accidents you see in the funny films, where two waiters collide with trays and broken dishes flying in the air, are not funny in real life. It's embarrassing, costly and can be dangerous. Whether you are carrying a tray of clean or soiled dishes, or food orders, take care in balancing your load on the tray (heavy or hot items close to the centre) and in picking up, transporting, and setting down the tray.

To pick up a tray bend the knees, keeping your back straight, pull the tray towards you with right hand. Place your left hand under the tray and bring the tray towards your left shoulder. Balance tray on your left hand and shoulder and put your right hand on corner closest to you for better balance — straighten your knees and rise — keeping your back straight.

When carrying the tray, your right hand may be released for opening doors.

Bend your knees when placing the tray on a stand or sideboard.

To Your Station!

As a part of your opening duties and daily routine you will be required to serve in and maintain your station — the area which includes your tables (or counter) and your side stand.

The usual procedure in a restaurant or dining room is to have a standard seating plan called a TABLE PLAN. The table plan is designed whereby the tables are arranged in a specific manner. The table plan is divided into stations, each station having a specific number of tables, counter stools, booths, or a combination of these. As a waiter or waitress, you will be assigned to a particular station becoming responsible for maintaining the necessary supplies, keeping it clean and in good order.

It is good practice to number the tables, counter stools or booths in sequence if this has not already been done. Memorize your table numbers and mark them on each guest check to ensure that the proper order will be served to the rignt guest. Good organization is necessary to provide the guest with pleasant and efficient service.

Dividing the dining room or coffee shop into stations and numbering the tables provides better service because:

- You know where you are serving.
- The manager knows where you are serving.
- If you have a break, anyone can take over your station without difficulty.
- If you need assistance, anyone can help you serve your orders.
- If a customer complains or compliments, the manager then knows who to speak to.

When coming on duty you should ensure that your station is in good order. Check for alignment. Tables and chairs should be placed so that there is sufficient room between them for guests to pull back their chairs and still allow passage way.

It is general procedure for staff to rotate from station to station each day in order that the more desirable tables may be shared. Tables near pillars, aisles, kitchen entrances are not usually enjoyed by the guest. Rotating also allows you to become familiar with various duties connected with the different stations and also relieves the monotony of doing the same side work daily. CHECK THE TABLE PLAN DAILY TO LOCATE YOUR STATION.

Setting The Covers

In most establishments where tables and counters are pre-set for breakfast, lunch, dinner, or coffee and tea hours during morning and afternoon, the type of "cover" is adapted to the nature of the business. Today's trend is to use a minimum amount of silverware for reasons of sanitation and labour. "American" service, which is the service of food plated in the kitchen, is a common type of service in many restaurants. Pre-setting of tables and counters plays an important part in making American service fast and efficient.

What is a "cover"?

Each customer has an area approximately 24 inches by 15 inches in front of him. Enough silver, napery, china and glassware for one person is placed here and is called a "Cover" or "Place Setting."

Pre-setting of tables and counters should be for the comfort of the guest and to enhance service speed and performance, and not for the convenience of the food server. Exact and careful pre-set tables and counters help to create a good first impression.

Some typical cover arrangements are shown in the photographs that follow. Please note that many establishments prefer to set coffee cups and water glasses right side up rather than inverted.

The Counter

A counter is used primarily for breakfast, lunch and beverage service. The cover is often set on a placemat, which is positioned in front of the chair about one inch back from the counter's edge to prevent scattering of the tableware when the guest sits down. "Basics" such as full napkin dispensers, salt, pepper and sugar shakers and clean ashtrays may remain in place between settings.

A note about "basics"

Counter and table basics which remain in place throughout the day must be kept clean and free of sticky finger prints. Salt, pepper and sugar containers must be kept full. Napkin dispensers should be packed reasonably loosely, with the fold at the top. Soiled ashtrays should be replaced with clean, sanitized ones as cigarettes carry germs from the lips and fingers of the customer. Never empty one ashtray into another to be re-used, ashes may fly around onto the customers food and the odour is objectionable, especially to non-smokers.

Setting the Table

A properly set table is a sign of good service. Before setting tables, check them for alignment ensuring that there is adequate room between them so guests have easy access and are not crowded. Report any wobbling tables or loose chairs to your supervisor so that they may be corrected. Ensure that chairs and carpet are free of crumbs.

When a tablecloth is used, make sure that tables have been thoroughly washed down before the first setting. Check underneath the tabletop for chewing gum and remove any at once for sanitary reasons.

A silence cloth may be placed on the table first. This eliminates the clattering noise of tableware being placed on the table. It also prevents the tablecloth from pulling and slipping to one side.

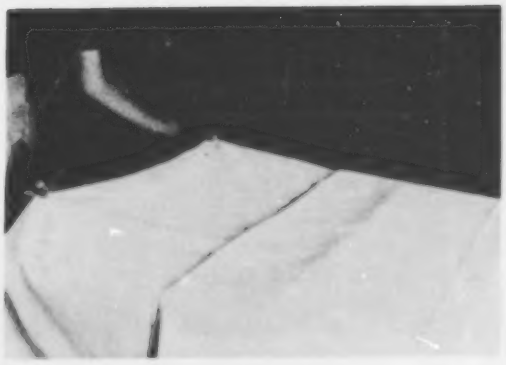
Place the correct size of cloth so that it just touches the seats of the chairs and all four corners are of equal distance from the floor. Be sure it is right side up, clean and not torn.

Placemats may be used either on a bare table or on a tablecloth. Tables must be thoroughly washed before mats are put on. They are positioned in front of the chair and at least one inch from the table edge. This prevents the cover from getting scattered when the customer is seated. It should be in line with its opposite on the other side of the table. A table loses some of its attractiveness if it hasn't a neat appearance.

Here is the correct method of putting on the tablecloth:

The center fold of the tablecloth is placed in the center of the table, right side up.

Hold the underneath part between the index and middle finger, releasing the thumb on the top part.



The underneath part is then pulled towards you.

Placement of Silver

Place the silver about one inch in from the edge of the table. Knives and spoons are placed on the right, with the sharp edges of knife blades turned in towards the plate. Forks are placed on the left side of the cover. Allow enough room between the knife and fork to put a dinner plate down without disturbing the silver. Place mats often have a line pattern or border. Use these lines to guide you when placing the silver to give a neat uniform look to the table and to the general appearance of the room.

GLASSES:

Water glasses are placed at the tip end of the knife blade and normally left upside down until filled.

SIDE PLATES:

Side plates are placed to the left of the fork, and slightly above.

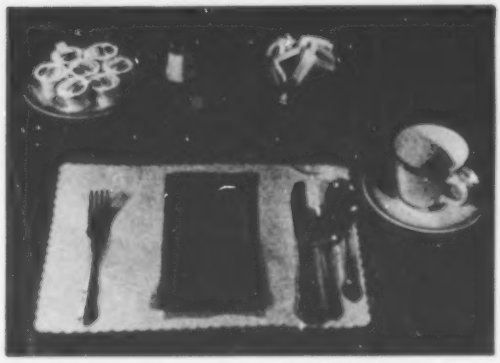
SERVIETTES:

Serviettes are folded and placed according to "House Policy." The fancy folding of serviettes may be questionable for sanitary reasons due to over-handling.

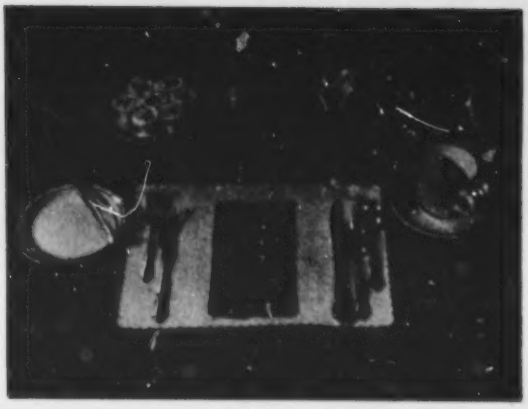
In establishments where tables or counter seats will be occupied twice or three times during rush-hours, supervisors may allow you to make up some extra covers beforehand. They can be left in an inconspicuous place at the side stand. This practice can speed up the re-setting of tables and counters.

In cases where you do not have made-up covers, assemble your required cutlery, napery, glasses of water, etc., on a tray and take to the portable tray-stand by your table. This is where you can save steps and time by proper organization.

In the coffee shop type of restaurant, where one may order anything from a beverage to a full course meal at any time, it is best to place covers according to the item ordered. In some cases the place setting may be started while waiting for the customer to order, and then completed when the order is known.



Basic table setting for
BREAKFAST



Basic setting for LUNCH and DINNER. The cup and saucer is usually left out, but the teaspoon is part of the set-up. A small knife or butter-spreader is placed on the side plate at a 45° angle. The side plate is placed on the left side of the place-setting.

In restaurants with formal service (French), a service plate may be used as part of the cover. If the service plate has no crest the serviette may be folded in three places and placed on it. Aperitifs, soups, juices and cocktails are served on an underliner and placed on the service plate. The service plate is removed just before serving the main course.

The dessert fork and spoon may be placed horizontally just above the dinner knife and fork (see photo). The bread and butter (side) plate is brought to the table when the appetizer has been removed.

FORMAL table setting for LUNCH and DINNER.

TEST YOURSELF

1. What are some of the opening duties you may be asked to do?
2. What is your station and how do you locate it each day?
3. You are loading a tray with food and beverage orders. Where would you put the pots of hot tea?
4. The cleaners jammed some of the tables together in your station. You are setting up for the day. What do you do about it?
5. What two things must you always do before picking up a tray?
6. You've been asked to preset the counter for lunch. What will you check for? What tableware will you include?
7. Why should a clean ashtray be provided for each setting?
8. What pieces of tableware do you use for a basic breakfast cover set on a table?
9. How does the basic table cover for lunch or dinner differ from the breakfast cover?

CHAPTER
8

CHAPTER EIGHT

SERVING YOUR GUESTS

Types of Service

You will often hear the terms American, French, and Russian service. This chapter deals with American service as you will find this type of service useful in most restaurants. The following is a brief description of each type of service so you can understand the differences.

AMERICAN SERVICE is the fastest and most economical type of service. All food is prepared, garnished and placed on the appropriate plate ready for you to serve. Occasionally vegetables may be served "Russian-style" to add a touch of elegance.

RUSSIAN SERVICE, often mistakenly called French Service, is more elegant than American Service. Food items are fully prepared and pre-cut in the kitchen, then arranged in an appetizing manner on silver platters which are then presented to the guests. The food is transferred individually from the platter to the guest's plate using a spoon and fork. Table setting is identical to French Service (see photo, Chapter 7).

FRENCH SERVICE is the most elegant (and expensive) kind of service. It is usually performed by a service team comprising a "chef de rang" (chief waiter) and a "commis de rang" (waiter's assistant). Food is partially prepared in the kitchen and then heated and garnished at tableside by the chef de rang working from a cart called a "guéridon". French service involves a great deal of showmanship on the part of the service staff who must be experts in preparing flaming entrees and desserts (e.g., Spanish coffee, cherries jubilee, etc.).

The Order of Service

The actual techniques of American service will vary slightly to suit the physical set-up. For instance, serving a guest from behind a counter requires a slightly different approach from serving at the table. The order of service, however, remains basically the same.

The next few pages explain the service procedures step-by-step from taking the order through to presenting the guest check.

Time of Day

Each meal of the day requires a slightly different service approach, not only because of the obvious differences in type and quantity of food, but also because of the time requirements of guests. Whatever the time of day, guests should receive your best service.

BREAKFAST SERVICE is particularly important because it can start the day off well (or badly) for the guest. Many people are "out of sorts" until they have had their morning coffee. You'll find the majority of guests will want their first cup of coffee as soon as they sit down. Many people also, are in a hurry or have little appetite. Breakfast should be served in courses unless the guest especially asks that the whole order be served at once.

LUNCHEON SERVICE generally falls into two categories: business people who want quick service, and parties such as shoppers and tourists who prefer more leisurely service. It is your responsibility to provide quick service to the first group, but to avoid making those of the second group feel they are being hurried.

DINNER SERVICE is usually a time for more leisurely service. Most guests will want plenty of time to enjoy each course, but will not want annoyingly long waits between courses. Observe the progress of each course throughout the meal in order to ensure a smooth flow of service from course to course.

Welcome Your Guest

Once guests have been brought into your station, it is your responsibility to make them feel at home. Assist in seating them comfortably before presenting the menu. Greet them with a smile and an appropriate greeting such as "Good Morning", "Good Afternoon" or "Good Evening".

Present the Menu

The menu is presented opened to the customer and whenever possible to the left of the customer.

To open a menu pick the menu up with the folded edge towards you, slip your middle finger into the fold and open it.

A beverage or liquor menu may be presented before the food menu.

Menus may be given to ladies first or passed clockwise around the table. You may be instructed to find out who is the host or hostess in which case, start to the right of this person.

Be sure to point out any "house specialties" or specials of the day. Give the guests a sufficient amount of time to read and discuss the menu before taking the order.

PLEASE NOTE: If alcoholic beverages such as cocktails or aperitifs are desired before the meal, they may be ordered and served before the food order is taken. See the chapter on "alcoholic beverages" for correct procedures for serving alcohol before, during and after the meal.

Serve Water

In the American Cover, glasses are placed upside down. They are reversed as soon as the guest is seated and immediately filled with ice water. Extra covers are removed from the table.

The presence of a filled water glass will let your supervisor or manager know that you are attending to the customer.

Many people are thirsty on arrival. Some may have to take medication, especially at breakfast time.

In American Service liquids are served from the guest's right with your right hand.

Take the Order

Taking the order involves a lot more than just writing down a list of food items. The first question many guests ask when ordering is "What's good today?" or "What do you suggest? " This will give you an opportunity to use a little suggestive selling. Knowing what is on the menu (including new dishes and daily specials) and how the food items are prepared is most important.

Learn to know when and what to suggest by studying your customers as you prepare to take the order. Recognize whether your guests are undecided because they:

- don't know the items on the menu or how they are prepared
- are entertaining and unsure of themselves
- are on a diet and need special attention
- are occupied in conversation
- may be on a budget

Everyone (including you) benefits when you master the art of suggestive selling, but it must be practised daily. To be a good salesperson:

- SELL FOOD by recommending things to the undecided customer
- Make definite suggestions
- Sell profitable food items and specials of the day
- Know your menu and how the items are prepared
- When serving from an à la carte menu suggest appetizers, salads, and soups before the main course, wine with the meal, and desserts, cheese, liqueurs, and coffee to finish the meal
- Recommend "ready to serve" dishes to customers in a hurry
- Know the cooking times for the various dishes on the menu
- Make your description of the food items that you are selling sound interesting, using words such as chilled, fresh, crisp, new or hot, delicious and cold

When taking an order use a good sharp pencil (pen may be used) and press hard in order that the duplicate will be easy to read. Print legibly and neatly; don't write! The reasons for this are obvious, your customer would like to make sense from his sales check, the cook often has to read it, the cashier must be able to read it, and quite probably the manager or someone wanting to make a food check will have to read it. The cooks may have to read it from a distance, the cashier sometimes has to read it at rush periods and at times, a customer has to read it in dimly lit surroundings.

Ask if separate checks are desired (except in cases where there is a host or hostess). This can save not only difficulties for the guest but also time in having to recalculate separate bills later.

Stand erect and to the left of the guest. Adopt an attitude of attentive listening. Hold your sales book firmly in your hand. Never rest your book on the table when taking an order.

Listen attentively, make sure that you are not confused. Read the order back to ensure correctness — do this quietly. Watch the little things — if the guest says brown toast — that is what is wanted, not white. These are little things, but they are the points on which so many mistakes are often made. The guest may not always mention it but will probably remember it, so pay attention, get the order correct, then deliver it that way.

Before you leave the customer you should know, for example:

If they would like Bar Service. If so, would they like it before or with the meal?

Is the sandwich on white or brown bread?

Is the beverage to be served now or later?

What condiments are required?

Can you sell an extra item — soup or juice, and appetizer?

Would they like french fries with a sandwich?

Are they in a hurry, or on a diet?

How do they wish their steak done?

What type of dressing on the salad?

What type of potato or vegetable?

Do they wish coffee now, with the order, or later?

Repeat the order back to the customer. The order must be understood and agreed on by both parties. It reduces fatigue and confusion for you, and it maintains harmony with the kitchen staff. It also eliminates some food and labour waste.

Say "Thank-you" and move quietly and efficiently away from the table, gathering the menus as you leave. If it is breakfast service, check for "Coffee now?"

A SYSTEM FOR WRITING THE ORDER

Sticking to a particular system of writing down orders will help you when it is time to serve the orders. It will also help both the kitchen and the cashier if you have written things legibly, in a logical order, using standard house abbreviations.

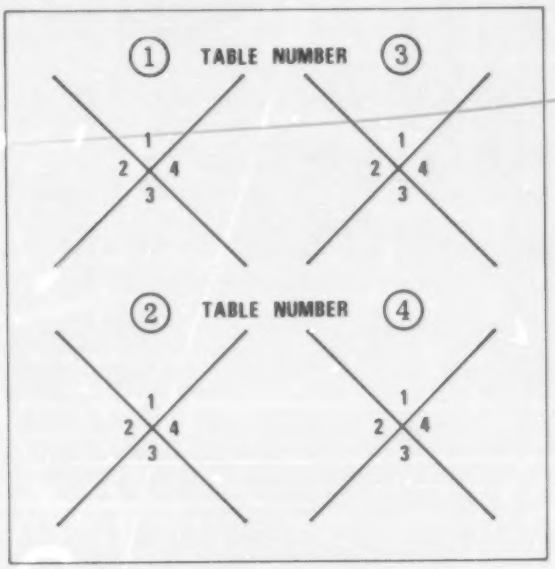
Some suggested abbreviations are:

Sal.	— Salad
S	— Soup
Con.	— Consomme
Sh. Ct.	— Shrimp Cocktail
Aj.	— Apple Juice
Tj.	— Tomato Juice
Oj.	— Orange Juice
FM (R)	— Filet Mignon Rare
ST. (MR)	— Steak Medium Rare
Rt. Bf. (WD)	— Roast Beef Well-Done
Fr. S	— Fruit Salad
Fr. C	— Fruit Cocktail
Asp.	— Asparagus
Car.	— Carrots
ff.	— French Fries
Cof.	— Coffee
T	— Tea
M	— Milk

To provide smooth, unobtrusive service, orders must be systematically taken. Without a definite procedure for doing this the taking of orders for a group can be confusing. Use blank slips for larger parties of five or more. Guest's often change their mind in giving their orders, and the menu slip on which you can cross out items prevents ending up with a messy bill. If you are taking orders on individual bills the menu slip is not necessary.

	APP.	ENTREE	POT/Veg.	DES.	BEV.
1.	Sal	Rt. Bf.	Tea		Cof.
2.	Con	Lamb			T
3.	Sh. Ct.	Pork	Car		M
4.	Fr. Ck.	Chicken			Cof.
5.	Oj. Ck.	Rt. Bf.			Cof.
6.	Con.	Steak (m)	ff		Cof.
7.	Con.	Lamb			T
8.	S	Lamb			T
9.	Sh. Ct.	Steak	ff		M
10.	—	Rt. Bf.			Cof.

A good system to follow is to mentally number all the chairs at a table in a set pattern. Once this is done it will not be necessary to change the number no matter which station you may work in the dining room. As you print the guest's order put these numbers down on the menu slip or if individual checks are used place the number in the box provided for "No. Served." It would then read "No. Served" 1-1, 1-2, 1-3 and so on.



Serve Rolls, Crackers, Butter and Juice

The rolls and crackers are brought in a basket along with a dish of butter on ice. The basket and butter dish are placed in the center of the table, if used by two or more guests, or at the left of the bread and butter plate if used by one person only. The rolls should be served warm.

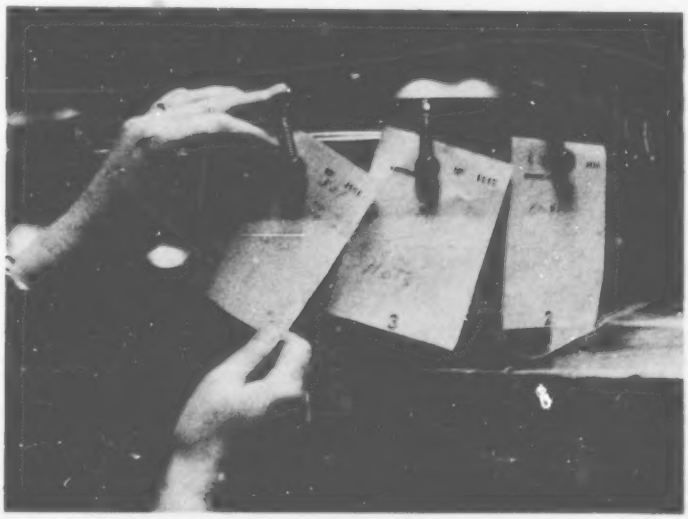
The glass of juice is served on an underliner and should not be too full. Condiments and a teaspoon for stirring should be included when necessary.

A note about portion control

In the food industry many of you will become familiar with the term Food Cost and how it can be controlled. Every item that you sell has been costed out to arrive at the proper selling price to include payment of all foods, wages, overhead, plus a profit. It is therefore essential that you be conscious of the cost of various food items. If you scoop ice cream, ladle soup, or cut up pies, be certain of the correct portion otherwise you may be costing the establishment money. Know the rules and regulations concerning the re-use of butter, rolls, cream, dressings and other food commodities.

Place and Pick Up The Order

In most operations the waiters and waitresses look after picking up their own appetizers, soups, juices, desserts, beverages, roll and butter or other condiments. Placing the order for the main course will depend on the size of the operation. Some large operations will have separate sections and different individuals engaged in specific operations. For example, there will be one section where you order roasts or ready-to-serve foods, another for short orders such as steaks and chops, and another for your salad or cold meat orders. Again, in smaller operations these may all come from one individual at one station. When placing the order you must follow the procedures established by the "house."



The sales check is placed on an order wheel or rack in the kitchen, where the cooks read it, and prepare and put up the orders as requested. When placing the order you must ensure that the cook is aware the order is being placed.

You do so by calling "Order In" or "Ordering." You can see from this the reason for legibility in your writing, and for indicating everything required, especially any changes or things differing from normal. It is important that the sales checks are placed on the order wheel in correct sequence to ensure that the guests are served in their proper turn. When the order is ready the cooks place the check with the matching order.

This is another reason why it may be to your advantage to put each guest's order on a separate check. When the orders are put up in the kitchen there will be one check for each entree, this will help prevent confusion in finding your order.

When picking up an order check that it is correct, complete, and tidy in every detail before leaving the kitchen. By following this procedure, you will avoid unnecessary embarrassment in the dining room.

Communications With The Kitchen

At all times maintain effective and open communication lines with the guest, kitchen and management. Be sure to repeat the guest's order to ensure its correctness, double check if you are not sure. If there is any delay in service, or changes of menu items, keep the guest informed. Be attentive, listen carefully, and speak in a clear voice.

Good communication with the kitchen can be achieved by:

— Understanding the kitchen procedures.

— Knowing how to order and where to order from various stations in the kitchen.

— Knowing what can be substituted or changed on the menu.

— Knowing your menu and how the items are prepared.

— Avoiding unnecessary noise and conversation in the kitchen.

— Using the proper menu abbreviations as set forth by management.

— Following the chain of command.

A good relationship between service staff creates harmony and a happy atmosphere.

Timing Your Order

In some establishments you are required to know the cooking times of the menu items and order the food accordingly. If for example you have two orders, one for a rare steak (approximate cooking time 25 minutes) and one for double lamb chops (approximately 40 minutes), you would place the order for the double lamb chops 15 minutes earlier than the rare steak order. This is known as staggering your orders. In other establishments the chef will automatically stagger your orders. It is important therefore to know which system is being used in your establishment.

Take your check, look at it and compare the food against your orders. It is your responsibility to see that each order is complete as ordered.

Hot foods must be hot and served on hot plates, if you have an excessively hot plate, warn the guest. Cold foods must be served on cold plates. Foods should have good eye appeal and look appetizing when served. In any operation, you will not be required to serve an order that is incorrect.

When working a station you may have one party that is just starting on juice, another on their main course, still another on dessert and so on. Do not work in confusion. Organize your work, save steps and time to make your job easier. When you have carrying room do not make several trips to the kitchen but combine your tray orders. Serve ice cream before it melts, followed by those items which cool the fastest.

The appetizer or cocktail, juice or soup, is served and cleared first. If a side salad is to be served it is usually brought just before the entree. Some guests, however, prefer their salad after the entree.

Everyone in a party or group should be served the same course at the same time. This seems elementary yet people have been seen at the dessert stage while one member is still awaiting the main course.

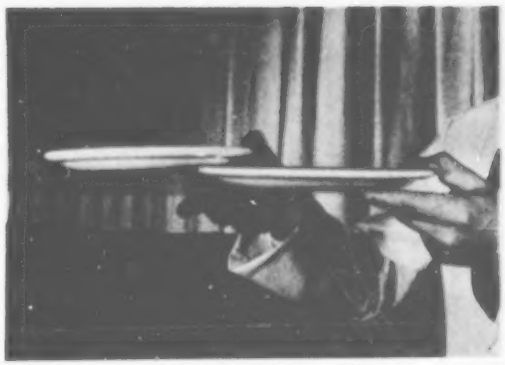
Correct timing will come through practise, efficient planning, and of course, with the co-operation of an efficient kitchen. Timing is important with the serving of food to avoid any lengthy lapses between courses. Once you have served all the main course items, check to see if anyone would like their beverage with their meal and when you are sure all the accompaniments are down and nothing is missing, leave this party and attend to your other customers.

After a few minutes nave passed check to ensure everything is satisfactory, be attentive at all times, even though your guests seem to be satisfied. Service is poor when a guest must call out or otherwise attract your attention. Report any complaint immediately, and remove at once without question any food that does not please a guest. Never argue with a guest. Do not leave your station except to give assistance. Waiters and waitresses help each other willingly but without loss of service to their own station.

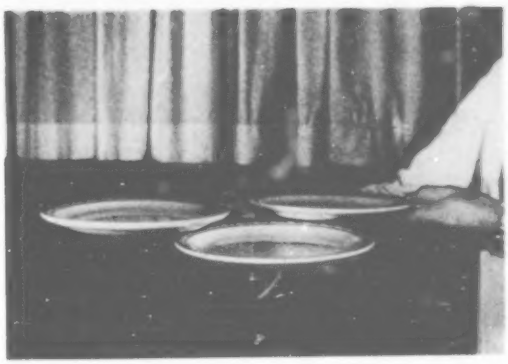
Carry Multiple Orders

Practice carrying several plates at one time. This will save time and steps.

Rest the first plate on the index finger and balance with the thumb of the right hand.



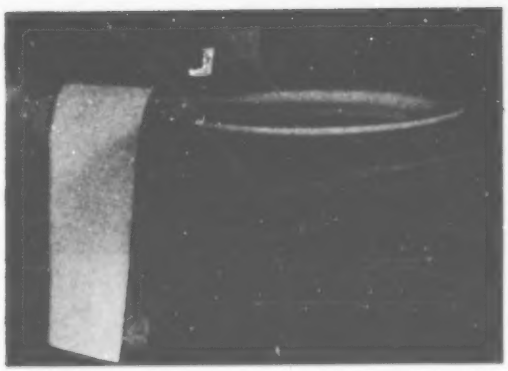
Rest the second plate on the middle and ring finger just under the first plate.



Curve the wrist to form a resting place for the third plate, using the edge of the second plate and the wrist.

Using An Arm Tray

The arm tray is balanced on the palm of the left hand and forearm, and carried about waist high. The tray stays in this position and the right hand is used to serve directly from the tray. Food items and underliners are separated while on the tray then combined when placed before the customer. This method of serving is seldom used in dining rooms, but more in the tea room type operations, coffee shops, and for banquets. The arm tray may also be used to carry the required silverware, glasses, serviettes, place mats, etc., when setting up a table.



The Side Towel

The "Arm Towel" or "Side Towel" is used in formal dining room service and occasionally in coffee shop service to handle hot plates. It is kept neatly folded and placed over the left forearm. It must always be clean and changed frequently if necessary. However, some dining rooms may require all plates at all times to be handled in this manner. Once again you must follow House Policy. Sometimes the side towel is used to wipe the bottom of a plate before placing it on the table. This avoids marking the tablecloths and having to change them frequently, which in turn saves on linen and labour costs.

"Rules of Thumb" For American Table Service"

1. Serve food to the left of the guest with the left hand and remove soiled dishes from the right with the right hand. Dishes should always be served with the hand farthest from the guest. This will lessen the chance of having an accident if the customer should move suddenly. If you must reach in front of a guest, excuse yourself first.
2. Items such as bread and butter, toast or side salad which go to the left of the cover, are placed with the left hand and removed with the left hand.
3. Beverages are served to the right with the right hand.

Serve Appetizer

The appetizer may be seafood or fruit cocktail, a canape, a savory, etc. It is served first.

SEAFOOD COCKTAILS may be served in a small cocktail glass or in a "Supreme" compartment dish. Fill the bottom section with crushed ice. Place cocktail in the top section and set it on the crushed ice. Garnish and place on an underliner. A cocktail fork is brought with the order and placed with the right hand to the right of the knives or may be left on the underliner as shown in the photograph. Serve cocktail sauce.

FRUIT COCKTAILS are served in a low, footed glass, garnished, and served on an underliner. An extra teaspoon should be brought at the time of service and placed to the right of the knives or left on the underliner as explained above.

CANAPES, SAVORIES, etc., are usually served on a small plate and should have a suitable knife and fork served with them. Do not remove dishes until all guests are ready for next course.

Serve Soup

Soup should be stirred well before ladling into the soup bowl to mix it well so that the customer does not get just the liquid. Soup may cool rapidly in air conditioned rooms, try to get the soup to the customer as hot and as quickly as possible.

Place on an underliner just when ready to put it in front of the customer.

Once again, when all guests at one table are finished, remove soup or juice service, crackers and wrappers.

Serve Side Salad

The side salad is served ahead of the main course and is placed directly in front of the guest. A salad fork is placed to the left of the dinner fork. Salad dressing is served from the guest's left. Bottled dressings that remain on the table should be on an underliner. The guest may wish to eat his salad with or after his entree. In either case you should politely move the salad a little to the left and above the bread and butter plate, then place the entree in front of him.

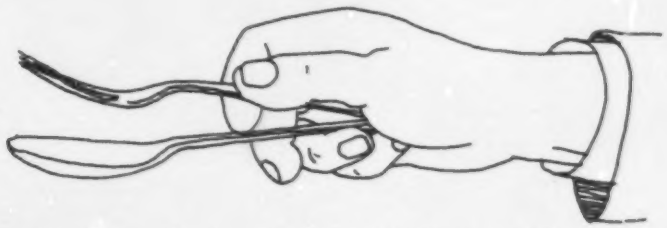
Before serving the main course make sure that everything you will need is at hand.

Serve The Entree

Cold foods, extra silver, and condiments should all be at hand and ready to use before the hot items are brought from the kitchen. Hot foods should be served first. The only exception to this is where "House Rules" require you to serve ladies first. If a lady ordered a 'cold plate' you would serve this before serving hot food to the male guests. All entrees should be placed with the meat directly in front of the guest.

Serving With Spoon and Fork

It may be house policy that you serve vegetables or the first serving of a casserole using a spoon and fork.



Note the position of the first finger which is inserted between the spoon and the fork, giving initial leverage and enabling the food to be firmly held. The spoon is supported by the second finger. Handles of both spoon and fork rest in the center of the palm, where they can be kept "locked" with ease.

In using the serving spoon and fork to serve a round object such as a potato the fork is inverted to follow the shape of the food. The serving dish is positioned low down, almost touching and slightly overlapping the guest's plate.

Serving a Casserole

In some restaurants you may be required to serve the first portion or all of the casserole onto the customer's plate. This will be done with the casserole and underliner remaining in your left hand while you serve with your right hand. The casserole is served from the guest's left side.

Place a clean hot dinner plate in front of the guest. The casserole is put on an underliner and placed above the dinner plate along with a serving fork and spoon.

See That Your Guests Are Receiving Good Service

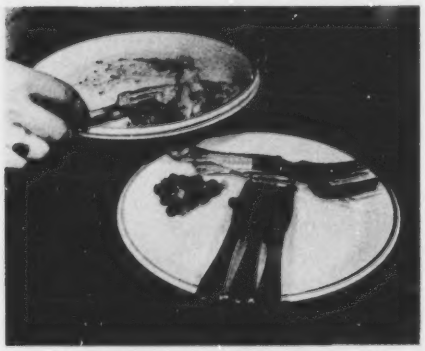
Soon after the meal has been served you should ask if everything is satisfactory. If it is not this will give management a chance to correct the situation. It may also catch a kitchen error such as over-salted soup, scorched gravy or sauces. Such errors can be quickly removed from the menu before more orders are served.

Check water glasses, butter and roll supply etc. Be sure to know what your house policy is on serving extras or refills. In some places, items such as more butter, another roll, or a refill of coffee are included. Other establishments consider these to be extra cost items. Be sure to let your guest know if there will be an additional charge.

*CHECK FOR SATISFACTION THROUGHOUT THE COURSE OF THE MEAL

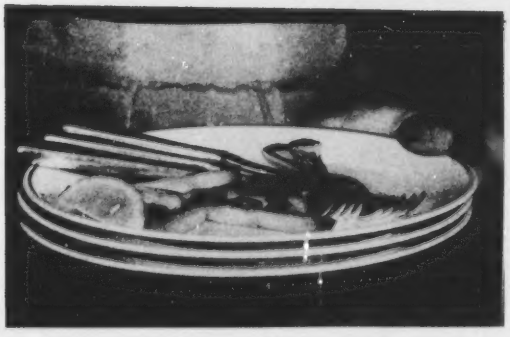
Clear The Table For Dessert By Hand

The first plate is removed from the guest's right side with the right hand. It is then transferred to and positioned in the left hand. Support the plate with your three fingers, leaving the small finger and thumb free.



All plates that follow are then placed on the left forearm using the small finger and thumb for support. Food is then scraped on to the first plate.

Scrape the plates but be careful to do the scraping out of view of the guest.



The cutlery may be placed across the top plate.

Dirty plates, dishes, and glasses, may then be stacked in bus pans or on trays for removal to the soiled dish section.

By Tray

When clearing a table, remove larger plates first and stack them in the center of the tray. Then stack and place the smaller plates and saucers around these. Silver should be kept in one corner on a cloth to prevent noise and slipping.

The handles should be towards the edge of the tray for easy unloading in the kitchen. It is best to bus glassware separately to reduce the posibility of breakage. Paper mats and serviettes may be rolled or folded and placed on top of the stacked dishes. Practise will help you to load the tray so that it has good balance. Know your limitations — do not overload the tray.

Bus pans should be preferably located out of sight. Make sure they are clean inside and outside, kept odour-free, orderly and not overloaded. Often it is impossible to keep them out of view, such as under a counter, therefore they will require your constant attention to avoid an objectionable situation. Glasses should be bussed separately to eliminate breakage. If you have enough space available for an extra bus pan, you should keep teapots and silverware separate. This will cut down on the workload in the dish pantry. Proper bussing is much appreciated by the dishwashing staff, creates harmony and cuts down on breakages and extra labor.

Serve Dessert

Present menu to the guest for dessert order. Soiled dishes, used and unused silver, condiments and bread and butter plates should have previously been cleared away. Leave the basics, the beverage cup and the water glass. Crumb the table onto a bread and butter plate, using a folded cloth or a serviette or crumber. Remember that crumbing may be necessary at other times. Replace teaspoon if the original one has been used. Work quietly when gathering and removing china and silverware.

A choice of desserts or pastries should be presented to the left of the guest.

French pastries are transferred from a tray using tongs or serving spoon and fork to a plate in front of the customer.

Parfaits are served in tall special parfait glasses on an underliner and with a long handled spoon.

Pies are served with the point facing the customer.

Place appropriate silver according to house policy.

Serve Beverage

The beverage may be served before, during, or after the meal according to the guest's wishes.

Tea and coffee cups are placed at the customers right side. Tea pots and coffee pots, if used, should be on an underliner and placed above and slightly to the right of the cup and saucer. If individual creamers are used, do not contaminate the cup by placing the creamer inside. Handles should be placed so that the customer does not have to twirl the cup around to pick it up. The spoon handle should parallel the cup handle at a 45° angle to the customer or be placed on the table beside the cup and saucer.

If milk is poured from a milk dispensing unit it should be placed on an underliner just before placing it on the table. If the milk is in a packaged unit, the package and the glass should be brought and put on underliners at the table. It may be part of your duty to open the unit and pour it for the customer. For sanitary reasons glasses must never be inverted over a container. The milk glass is placed to the right of and a little below the water glass.

Dining Room

DATE	WAITER	TABLE NO.	NO. SERVED	CHECK NO.
8/6	BM	12	2	053904

1	Soup		00
2	Sal		00
3			
4			
5	Steak (MR)		0.00
6	Baked		
7	Peas		
8			
9			
10			
11	Pie		
12	cof		
13			
14			

TOTAL 0.00

DATE	WAITER	TABLE NO.	NO. SERVED	CHECK NO.
8/6	BM	12	2	053904

$0.00 JS.

GUEST RECEIPT

Be sure that your check has been properly totalled. If liquor is served it must be included in the total. The correct customer count, your service number or initial and table number must all be shown.

The check must be clean and presentable with no spillages or grease marks.

Present Guest Check

Total the bill. Be neat and accurate and make certain that all the items served are included and priced correctly.

The check may be put face down either directly on the table or on a change tray. Sometimes matches, tooth picks and/or mints are placed along with the bill.

Place it to the left of the host. If separate checks are used they should be placed to the left of each individual.

It may be a part of your duties to take the money and check to the cashier returning with the change.

Be sure to thank the guest. Indicate that it has been a pleasure to serve him and that you hope he will return again.

Look After Your Check Book

When you are issued a check book you are responsible for it, and you may have to sign for it. You must never destroy or throw away a sales check. Do not erase on a sales check. If you have any reason at all to change it have it voided by someone in authority and write a new one. In some restaurants you are charged for lost checks at a rate based on the average check value.

Each server has his own book that identifies him or her to any supervisor or cashier. In each bock the checks are numbered consecutively for control and checking purposes. Management may take surveys and other information from the sales checks; e.g., customer counts, individual food sales, sales per waiter or waitress.

At the end of each day the checks are put back into book form. In this way errors, missing checks, abused checks, etc., can be located and the mistakes rectified.

Before going on shift, put a few pieces of blank paper at the back of your book. These can be very useful for listing any price changes or specials for the day and can save you time during the day.

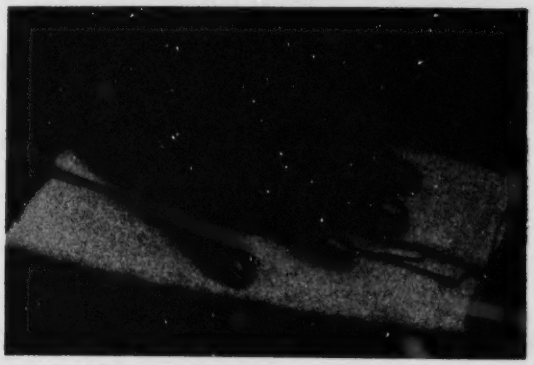
A good checking system is an essential part of control in any hotel or restaurant operation. The item ordered by the guest must be controlled at various intervals. In food outlets the checking systems are fundamentally the same except for a few details depending on the type of operation.

A check is written proof that a customer has been served the items he ordered. If a dispute arises adjustments can be made and the waiter and department concerned notified.

No food from the kitchen should be issued without the proper check. Each waiter or waitress must have presented the check to the kitchen before being given the order. The check must be printed legibly, and correctly priced.

Clean and Reset Tables

Soiled tablecloths and placemats should be removed in preparation for re-setting tables. Use a clean cloth for wiping table surfaces and chair seats.



The wiping cloth is usually made of white terry towelling, and of a size that when folded properly, can be contained in the palm of the hand. The method of folding is — once in half, then into three. This gives an instant clean surface just by changing the folds around, and is especially useful when tables are badly soiled or spillages have occurred. It also keeps the cloth under control and prevents crumbs, etc. from flicking around onto the chairs, the floor, or customer's clothing.

The cloth must be cleaned and sanitized frequently. During busy periods, try to have a few clean cloths ready to replace the soiled ones. After wiping down a table, use a clean cloth to wipe down the chairs.

When you are wiping (washing) a table down, use straight even strokes across the table. You will not miss a spot and will conserve energy. Include the sides of the tables or counters to make certain that you remove sticky, marking substances such as ketchup, chocolate and gum. The next customer may easily get this on his clothing (and demand that management have his clothes cleaned), or your own uniform could get marked giving you an untidy appearance. Never put a place mat or fresh tablecloth on until the table has been cleaned in this manner.

Reset the table with all tableware and linen necessary. Be sure to check that salt, pepper and sugar dispensers are clean and full.

Closing Procedures

At the end of each service day, the restaurant must be cleaned and tidied in preparation for the next day. Just as you have been assigned opening and side duties, you will also be required to assist in some of the closing procedures.

Closing duties will vary from restaurant to restaurant. These may include any of the following, depending on house policy.

- Clean and fill salt, pepper, sugar, etc.
- Clean and fill vinegar bottles, oil bottles, mustard and horseradish.
- Wash and clean sauce bottle tops.
- Empty all sour cream, relish dishes, etc., where used.
- Empty and clean all cream jugs, and refrigerate creamers.
- Clean and refill syrup jugs.
- Check for burning cigarettes or other fire hazards in waste areas.
- Wash all ashtrays.
- Put away pastries in proper containers and store at proper temperatues.
- Replenish all side stand supplies; glasses, cups, saucers, paper goods, etc.
- Wash, dry and polish table tops, counter tops, side stands and trays.
- Empty ice containers and flush with hot water and soda.
- Turn off (or down) the various electrical or gas appliances; e.g., toaster, coffee machine, hot water urn, bun warmer, coffee warmers, etc.
- Rinse reusable coffee filters in hot water and leave to soak in cold water.
- Separate and put away silver.
- Clean out bun warmer.
- Put up chairs.
- Ensure safe lock-up of premises.

Serving At a Counter or Booth

The only real difference between booth or counter service and table service is where you stand in relation to your guests. At a table you are able to move to the right or left of guests. At the counter or booth this is not possible. The following photos will show you how to handle counter and booth service.

Counters are mainly designed for fast service and a rapid turnover so service may be less elaborate. When serving at a counter you are serving from in front of the guest. As you place the items in front of him REMEMBER THAT HIS LEFT IS ON YOUR RIGHT.

The area under the counter is planned to provide space for all necessary supplies as well as bus pans for soiled dishes, glasses and silverware. Part of this area is always visible to the customer, therefore it is important to keep it clean and neat at all times.

Booth Service

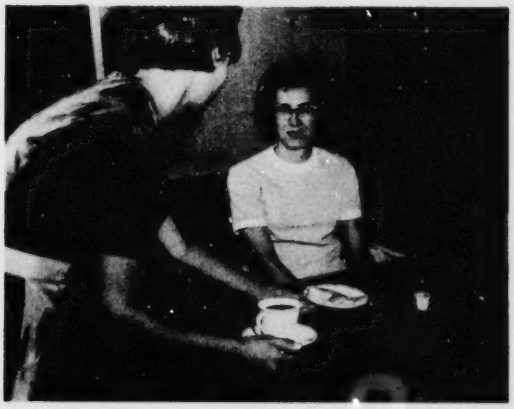
The guest on the LEFT is served with the right hand.

The guest on the RIGHT is served with the LEFT hand.

FIRST SERVE THE GUEST FARTHEST FROM YOU.

REMOVE SOILED PLATES WITH THE HAND NEAREST TO YOUR GUEST.

SERVE THE NEXT COURSE WITH THE HAND FARTHEST FROM YOUR GUEST.



Remove with the left hand.

Serve with the right hand.

Remove with the right hand.

Serve with the left hand.

This method allows you to serve rhythmically and smoothly. It is less tiring and lessens the danger of spillage.

Serving For Special Functions

The methods of good dining room service apply to a large extent to banquet service. There are a few differences of which you should be aware.

The arranging of a banquet requires above all, organization and precision. As soon as a banquet has been booked a function sheet is sent to all departments concerned. The function sheet must include such information as:

Day_____ Date_____

Time_____ Room_____

Menu_____ Types of wine_____

No. of people_____ Table arrangement_____

Decorations_____ Name of organization_____

Price_____

The information is sent to the following departments well in advance of the function.

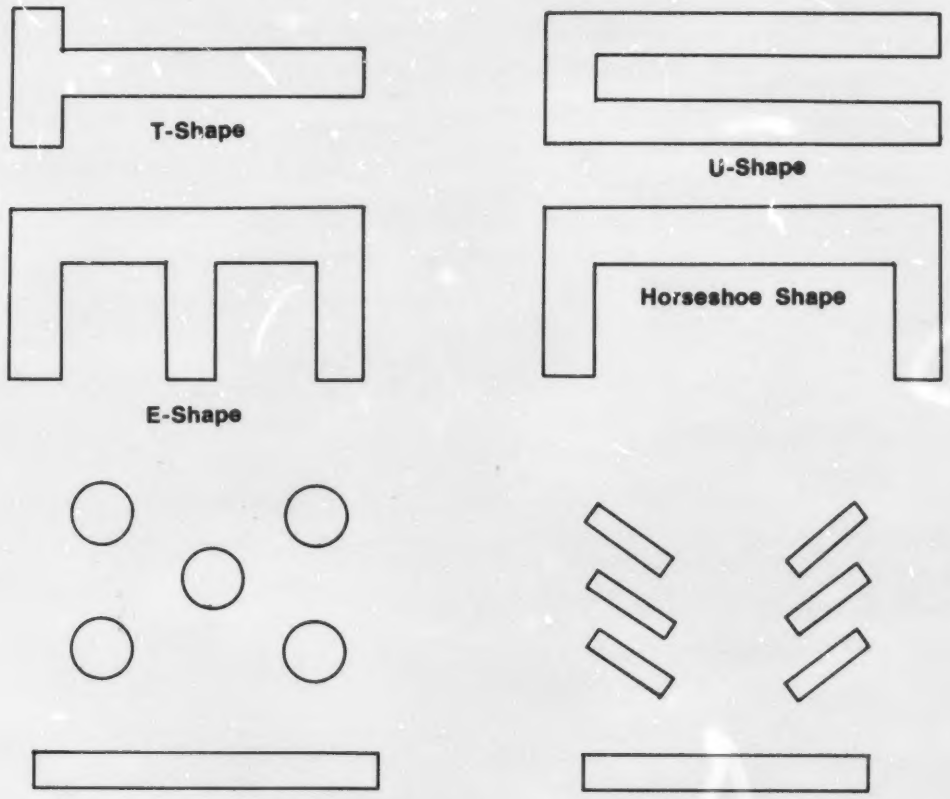
1. Chef (food)
2. Banquet Manager (table arrangements)
3. Housekeeper (for linens and serviettes)
4. Bell Captain (guest arrivals)
5. Plate Room (dishes, silverware, glasses)
6. Still Room (rolls, butter, coffee, milk)
7. Purchasing (liquor, wines and all other items necessary)

A table plan is set-up dividing the banquet hall into various stations, each station having a certain number of tables. Each waiter or waitress is then assigned to a station. When arranging the table plan, the following points must be considered.

- distance of station from the kitchen
- number of guests per station
- type of menu served
- distance of station from dish room
- type of service
- arrangement of the tables

For each function, and for the various room or facility sizes, a different table plan may be used. In any case these table plans have been tested by careful planning and placement of the tables. Tables are usually numbered especially for the larger functions since both the waiter and guest are assigned to specific tables. A waiter may have as many as three round tables with 10 guests at each table. He must be well organized to perform his duties efficiently.

The following illustrations show some possible ways a banquet room may be arranged.



Arranging and Setting Up For Service

It is important that the room is clean, tables and chairs properly aligned, all tables arranged according to the function sheet, and the table cloths and silencers correctly spread. If there are service stands be sure they are well stocked and supplied and all equipment is in good working order.

The cover or place setting is set according to the menu which may include five or more courses. Teamwork is essential since one person may place all the forks, another the knives, another the glasses and so on until the cover is complete. Glasses are arranged in a line from the knife down in the order that they are going to be used.

Serving and Clearing

In serving a banquet the aim is to have each guest served the same course at the same time. Service must be carried out with precision. The head waiter or banquet captain, gives signals to bring in and remove dishes.

Service staff are carefully instructed as to the various courses, given a place in line and are required to keep that place and leave or enter the dining room according to exact instructions.

Each person is served in the order they are seated without regard to sex or age. The exception to this rule is at the head table where the guest of honor is served first.

Signals are carefully explained so that everyone understands the slightest signal by the head waiter and reacts instantly. As each course is served step back and stand erect. Upon the signal to remove each course. Dishes will be removed by hand or tray, depending on house policy.

In the kitchen the steward will designate a place for every type of dish that is returned from the dining room.

The service of the various courses at a banquet differs slightly from the regular dining room service. In plate service the basic guidelines to follow are:

1. Serve from the guest's right with the right hand, work in a clockwise direction around the table.
2. Clear from the guest's right with the right hand, clockwise.
3. Beverages are served from the right with the right hand, clockwise.

When food is arranged on platters (Russian Service) the basic guidelines to follow are:

1. Empty plates are set before the guest from the right side with the right hand, clockwise.
2. Food from the platter is served from the guest's left side, holding the platter in the left hand and serving with the right hand, move counter clockwise.
3. Service is performed with serving spoon and fork.
4. Clear plates from the right with the right hand, clockwise.

Alcoholic Beverage Service

Aperitifs, wines and liquor can be either paid for by those giving the function or on a cash basis to the individual guest.

A special reception bar is provided for a function of any size to facilitate this service. The bar is set-up near or in the function room itself. A licence for this bar stating the hours of service is usually required by Law. The waiter or waitress is responsible for seeing that no drinks are served after the time limit has expired.

If cigars and cigarettes are provided they are either passed around in small boxes or placed in glasses at various intervals on the table.

TEST YOURSELF

1. How do you present a menu to your guest?
2. Which side of the guest do you pour beverages from?
3. Three guests are seated at a table set up for four people. Should you remove the extra cover?
4. You want to encourage your guest to have a side salad with lunch. What would you say to make it sound delicious to him?
5. Your guest has ordered a steak, potatoes and coffee. Before you place your order with the kitchen what other details will you need?
6. What do these standard abbreviations stand for?

Col	Sal
t	R. Bf.
ff	Aj

7. Why should dishes be served with the hand farthest from the guest?
8. From which side do you remove soiled dishes in table service?
9. After you have presented the menu, what is the first service you perform?
10. Give at least six examples of closing duties you might be asked to perform.

CHAPTER
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CHAPTER NINE

PREPARE BEVERAGES AND FOUNTAIN PRODUCTS

Hot and Cold Beverages

In many establishments you may be required to prepare a number of different beverages such as coffee, tea, hot chocolate, floats and milkshakes.

Beverages quench thirst and add variety and sometimes food value to a meal. A good meal can be spoiled by a poor beverage, so care should be taken in the preparation.

Coffee

Coffee comes from an evergreen tree which originated in Abyssinia and Arabia. The beans are located in berries about the size and colour of a ripe cherry. There are two seeds or beans in each berry. The coffee beans are shipped "Raw" and are roasted and ground at their destination.

Coffee has no food value. Its chief constituents are: volatile oil which gives coffee its flavour and aroma, caffein which is a stimulant and tannic acid which causes the bitterness in coffee and tea. There is approximately the same amount of caffein and tannic acid in both coffee and tea. Once coffee is roasted, it begins to lose its flavour and aroma with the escape of the volatile oil. Ground coffee will lose its flavour very rapidly unless packed in vacuum containers.

PREPARING COFFEE

A "good" cup of coffee is a flavourful beverage free from bitterness (as little tannic acid as possible) and grounds. There are a number of methods of brewing coffee depending on the type of equipment used (dripolators, vacuum, urns, percolators, etc.). The principles of preparation are essentially the same for all methods. Follow these procedures:

1. Always use spotlessly clean equipment.
2. Always use fresh cold water.
3. Water should be heated to about 95°C. (not quite full boiling).
4. Measure amount of coffee accurately. For pre-packaged coffee follow the directions.
5. Remove grounds immediately after coffee is brewed.
6. Coffee must be maintained at a temperature of 84-86°C. (185-190°F.) and never boiled.
7. Coffee should not be held for more than an hour.
8. Never reheat coffee as it loses its flavour.

Tea

Tea is prepared from the leaves of a shrub cultivated in China, Japan, India, Ceylon and other areas of Southern and Eastern Asia.

Like coffee, tea is used as a beverage because of its flavour and stimulating quality. It has no food value, its principle constituents being caffein, tannic acid and a volatile oil.

When the leaves are placed in boiling water, caffein is extracted very rapidly. The tannic acid will not dissolve as quickly as caffein or the volatile oils. So it is possible to make tea which will be mildly stimulating, flavourful yet with little tannin in it to make it bitter.

Preparing Tea

Tea is often served in individual pots with an extra pot of water on the side. To make a good cup of tea:

1. Pre-heat the pot by scalding it with fresh boiling water.
2. Pour out water and put fresh tea bag or leaves in pot.
3. Fill pot with water at full rolling boil.
4. Let tea "steep" for 3-5 minutes before removing tea bag.

THINGS TO REMEMBER WHEN SERVING TEA OR COFFEE

- Do not fill cups so full that the liquid ends up in the saucer on route to the guest.
- If black coffee is requested, it is not necessary to bring cream. You should provide a spoon however as sugar may be used.
- Serve slices or wedges of lemon on a side plate with tea.
- If half a cup is requested for a refill, try to pour no more than a half.

HOT CHOCOLATE

Hot chocolate is a mildly stimulating beverage which has some food value. In most establishments hot chocolate will be prepared using individual pre-packaged portions or a dispensing unit. Read and follow manufacturer's directions for preparation.

ICED TEA AND COFFEE

The same rules govern the preparation of tea and coffee that is to be served cold or ICED, except that they are prepared twice as strong, i.e., twice as much tea or coffee is used for the same quantity of water.

At serving time, the hot, freshly brewed beverage is added to a container almost filled with chipped ice. Never use left-over tea or coffee for the result will be a beverage of poor flavour and appearance.

Serve all cold beverages cold on an underliner and with a straw. For iced tea serve a wedge or slice of lemon, berry sugar and a long handled spoon. Iced coffee is served the same way but without the lemon.

ICE CREAM AND FOUNTAIN PRODUCTS

Ice cream is a delicious, nutritious but highly perishable food made by mixing and freezing correct portions of sweet cream, milk products, sugar and flavouring. The freezing operation has two purposes: partial freezing of the mixture and the whipping of air into the mixture.

The air which expands the liquid mixture into ice cream during the freezing process also makes it possible to eat ice cream at the low temperature at which it is served.

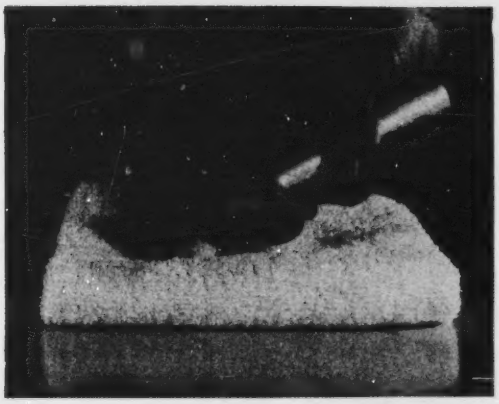
Ice cream has to be kept under proper refrigeration, and held at a constant temperature. The holding temperature should be from 8° to 12° fahrenheit, and the ideal dipping temperature is between 8° to 10° fahrenheit. If ice cream is too cold it is very hard to dip. If ice cream is too warm it becomes soft and sticky, the air cells compress too readily and the number of servings per tub is lessened.

Soft-serve ice cream is a liquid ice cream mix that is made daily in a soft ice cream machine within the eating establishment and dispensed directly into the serving container.

When dispensing soda fountain items, learn to dip or draw ice cream so that you serve the same portion each time.

There are two types of dippers available:

The mechanical dipper releases the ice cream by manually applying pressure to a lever.

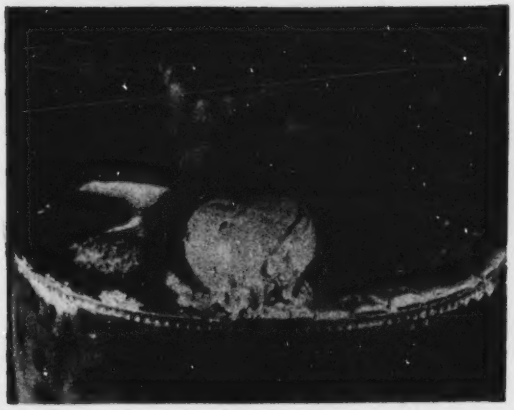


The non-mechanical dipper is also called a "Zerol Scoop".

The cup and handle of this scoop is hollow and contains a liquid which conducts heat very quickly. By holding the scoop handle firm in the palm of the hand, the body warmth is conducted into the cup of the scoop which releases the ice cream.

Whereas mechanical dippers must be kept in water during service hours, the non-mechanical dipper should be kept on the fountain on a dry cloth.

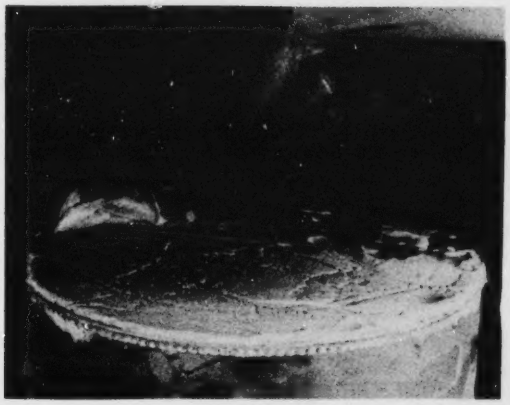
Know the dipper size and portion to be served for the various items such as: pie à la mode, ice cream à la carte, fountain specialities, or as a dessert.



DIPPING HARD ICE CREAM:

Rinse the dipper and tap on cloth to remove water. This prevents water from getting into the ice cream and forming ice droplets and crystals.

Make the first dip at the wall of the container with the dipper half an inch into the ice cream.



Move the dipper in a circle around the surface of the ice cream. Keep rolling and cutting around using moderate pressure until the scoop is full and a nice round ice cream ball is formed.

The cutting is finished by turning the dipper under the ball of ice cream.

The top surface of the ice cream must be kept level at all times. Do not permit it to become high on the sides and low in the center. Never press down on the ice cream as this squeezes the air out and you may give too heavy a portion. The idea is to cut the ice cream and lift each scoopful.

PREPARING MILKSHAKES, SODAS, FLOATS AND SUNDAES

Milkshake

Pour 8 ounces well chilled milk into mixing cup. Milk kept near the freezing temperature 32° to 34°F will absorb the greatest aeration.

Add 1 ounce of syrup. The syrup is added *after* the milk to prevent sticking to the bottom of the cup.

Put two 1 ounce dips of ice cream into cup.

Place on mixer and whip for approximately 30 seconds. Do not overwhip.

Pour the drink into a glass and serve on an underliner with soda spoon and drinking straw.

The thickness of a shake is governed by:

1. The temperature of the milk (32° to 34°F).
2. The amount of ice cream used.
3. The mixing time (30 seconds).

Soda or Float

1. Take a 12 ounce soda glass and add 1 ounce of requested flavour or syrup.
2. Add 1 soda spoon of ice cream and mix.
3. Add soda water three-quarters full.
4. Add two 1 ounce scoops of ice cream.
5. Top with soda and garnish with whipped cream.

For floats replace syrup and soda water with requested soft drink. Serve soda and floats with a soda spoon and straw on an underliner.

Sundaes

There are two types of glasses used for making sundaes. One is a short-stemmed, flat glass called the sherbert glass which is mostly used for dinner sundaes on a table d'hote menu. The other type is the so called tulip glass and is used for a la carte sundaes.

Dinner Sundae

Place a scoop of ice cream (size according to House Rule) in the glass and cover with sundae topping, garnish with whipped cream and appropriate ingredient.

Fountain Sundae

Hold the glass between your fingers close to the bottom of the bowl. Place half an ounce of topping into the bottom of the glass. This adds to eye appeal.

Add two 1 ounce scoops of ice cream.

Cover the ice cream with one ounce of topping.

Garnish with whipped cream and the appropriate ingredient: cherry, pineapple cube, macaroon crumbs, or other garnishments.

Parfait

Take parfait glass, add 1/2 ounce syrup or requested liqueur.

Fill with vanilla ice cream.

Top with requested syrup or liqueur.

Garnish with whipped cream and cherry.

Serve on an underliner, with a parfait spoon.

Banana Split

Cut banana lengthwise with peel on.

Place one-half of the banana on each side of the dish, flat side down, removing the peel with thumbs and forefingers.

Place one ounce vanilla, one ounce chocolate and one ounce strawberry ice cream on the banana halfs.

Place half an ounce of chocolate, pineapple and strawberry topping on top of ice cream respectively.

Garnish with whipped cream and cherry and sprinkle with one soda spoon of chopped nuts.

CHAPTER
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CHAPTER TEN

ALCOHOLIC BEVERAGES

During your career as a waiter or waitress you will almost certainly be required to serve liquor. In a few establishments you may even have to mix drinks yourself. This chapter will provide you with a basic guide to the preparation and service of a number of popular alcoholic beverages. It is not intended to turn you into a full-fledged 'mixologist' or wine steward.

Drinking Customs

The reason for drinking alcoholic beverages before, during and after a meal is seldom to quench a thirst.

Drinking *before a meal,* sometimes called, 'having an aperitif', serves two purposes: it helps promote relaxation, well-being and good fellowship, and, it helps stimulate the appetite.

Stimulating the appetite is best achieved by drinks containing some acidity. It should be realized that drinks with a high alcohol content, so-called strong or hard drinks, dull the flavour buds and thus have a reverse effect on what an aperitif is intended to do. The customary 'Martini' or 'Manhattan' or any other strong cocktail is therefore not an appropriate drink before a meal. Another quite frequent mistake is that too much alcohol is consumed before the meal or too much time elapses between the aperitif and the meal. Once the appetite has been stimulated, the meal should be served so as to obtain the most enjoyment out of the food and beverage.

Unfortunately, you may not be in a position to dictate the drinking and eating pace. It is important to know these facts, however, as with a courteous approach, it may be possible to influence the guests' pace.

The following beverages are considered satisfactory as a drink before a meal:

- appetizer wines, dry or medium Sherry, Campari, Dubonnet, Vermouth (dry/sweet on the rocks)
- light white wines
- crackling and sparkling wines, Champagne, white or rosé/pink
- light cocktails such as: Gimlets, Collins, Sours, Fizzes, Coolers, Rickeys
- Highballs, Slings and Swizzles
- Beer

The purpose of drinking *with a meal* is to complement and enhance the food. The beverage should therefore not dominate in aroma and overpower the flavour of the food.

The most appropriate beverage is still, crackling, or a sparkling wine, champagne, or beer. Some people like to drink a Highball throughout the meal.

It would be impossible to list all wines and mention which food items they complement the best. Each establishment should make out its own chart with a listing of the wines stocked in the house and, which food items on the menu they complement.

There are however some basic rules in the ordering of drinks which should be followed, especially if the guests, party or banquet, are ordering more than one type of wine with their meal. In this case wines have to be chosen in relation to each other, as well as to food. Some of these rules are as follows:

- A light wine never follows a full bodied wine. The light wine would lose its taste and seem very thin, if served after a full bodied wine.
- White wines are served first and followed by red wine.
- A dry drink is never served after a sweet one, as it would taste bitter. In case a dry wine is served late in the meal, it should be served after the cheese to bring out its full bouquet.

Having a drink *after a meal* is for many people a habit or a routine. Yet, the purpose of an after dinner drink is to aid digestion. The most appropriate drinks with digestive qualities are:

- herb and seed liqueurs
- crème liqueurs, particularly crème de menthe
- Brandy and Brandy specialties
- Liqueur specialties such as Drambuie

The list of after dinner drinks includes: however.

- dessert wines, Port, cream Sherry
- Liqueurs
- cocktails, especially the sweet type containing cream
- specialties such as Pousse-Café

Classifications of Alcoholic Beverages

Alcohol is classified into four distinct categories according to the process used in making it. These are: DISTILLED SPIRITS, LIQUEURS, BEER and WINE.

Distilled Spirits

Distilled spirits can be produced from cereal grains like corn, wheat, rye and barley malt. The grain to be used is ground to a coarse meal, mixed with water and barley malt and then cooked. This process changes the starch into sugar. A small quantity of yeast is then added which will ferment all available sugars into alcohol and carbon dioxide. The alcohol is then separated from the fermented mash by distillation. The principle types of distilled spirits are:

- WHISKY (Rye, Scotch, Irish, Bourbon)
- RUM
- GIN
- VODKA
- BRANDY (*distilled wine)

All of these spirits are used in the preparation of cocktails, mixed drinks, and some flaming coffee beverages.

Liqueurs

The production of a liqueur is a blending of flavours with neutral spirits, sugar and water. The flavour source can be obtained from berries, roots, barks and leaves. Many different types of liqueurs are available as a result of the great variety of botanicals and fruit from which extracts can be prepared.

The alcoholic content of liqueurs sold varies from 23% to 45% by volume. Liqueurs are very sweet and are usually used as after dinner drinks, especially as some of them have a beneficial effect on the digestion. They are also used in the mixing of many cocktails, and in the preparation of desserts.

There are several dozen types of liqueurs. The following list shows some of the most popular types and the characteristic flavouring and colour of each. A guest may request an 'orange flavoured' liqueur, for example. If you are familiar with the standard types you should be able to suggest the appropriate one to suit his request.

ANIS (ANISETTE)	— aniseed based ('liquorice' flavour), colourless
BENEDICTINE	— made by secret formula in a French monastery, golden in colour
BRANDY (apricot, cherry, blackberry)	— flavoured and coloured by the particular fruit
CHARTREUSE	— a French monastery liqueur in two colours: yellow (sweeter), green (stronger)
CHERRY HEERING	— cherry flavoured, dark red in colour (made in Copenhagen, Denmark)
COINTREAU	— orange flavoured, colourless (a brand name for one of the Triple Sec Liqueurs made in France)
COGNAC	— brandy from the Cognac region of France
CREME DE CACAO	— very sweet, cocoa flavoured, deep brown in colour
CREME DE MENTHE	— peppermint flavoured, green or colourless has valuable digestive properties
CURACAO	— orange flavoured and coloured (from peel of curacao oranges)
DRAMBUIE	— scotch whiskey flavouring, gold in colour
GRAND MARNIER	— a curacao-flavoured Cognac made in France, light brown in colour
OUZO	— anis-based (Greek drink), colourless, mixed with water it turns cloudy
SOUTHERN COMFORT	— Bourbon and peach flavoured, golden
TIA MARIA	— rum and coffee flavoured, dark brown
TRIPLE SEC	— a more potent version of curacao

This type of glass is generally used for serving liqueurs. A standard portion is 1 ounce (28 ml) or about half this glass.

Beer

The principal types of beer are: lager, ale and stout. They are brewed basically from malt, hops, yeast and water.

Lager is somewhat lighter in colour and flavour than ale and more hops are used in brewing ale, giving it a stronger taste. The main difference is in the type of yeast used in the fermentation process. Stout is made with ale yeast and some roasted barley.

Store beer in a cool, dark place and serve at a temperature of 4° to 6°. When serving beer, to achieve a foamy head, pour straight into the center of the glass, for a smaller head tilt the glass and pour the beer down the side. Beer is a natural accompaniment for many foods and can be served with anything salty, crisp or crunchy.

Canadian taste for beer varies from province to province and the breweries produce a wide variety of beers to please local tastes. Thus, although there are about a dozen 'national' brands sold across the country, there are perhaps another 100 brewed to suit regional tastes. Learn which brands are popular in your own region.

Beer is usually served in either a footed pilsner glass, or a goblet

Sizes range from 7 to 14 ounces.

Wine

Wine is the naturally fermented juice of fresh grapes. A wine may be made from the juice of fruit, berries, or the sap of trees. However, when it is made from these sources, it is known as a fruit wine (e.g., plum wine, cherry wine). The wine sold in eating establishments is always made from grapes.

There are hundreds of wines made throughout the world. The ones most frequently imported to, or made, in this country may be generally classified according to colour, sweetness, or effervescence. The following chart will give you an idea of the basic types.

	Category	Types	Alcohol Content by Volume	Serving Temperature	Foods
STILL	APPETIZER (aromatic wines)	SHERRY * non-aromatic (dry or medium) VERMOUTH DUBONNET	16 to 21%	12° - 18°C (55° - 65°F)	Before meals or with canapes, nuts and cheese
STILL	WHITE TABLE (still wine)	REISLING SAUTERNE RHINE LIEBFRAUMILCH CHABLIS	10 to 14%	12°C (55°F)	With seafood, chicken and white meats
STILL	RED TABLE (still wine)	CLARET CHIANTI BURGUNDY BORDEAUX	10 to 14%	18°C (65°F) Room temp.	With red meats, game, spiced dishes, turkey, spaghetti, cheese and fruit
STILL	DESSERT very sweet still wines often aromatic	SHERRY (cream, sweet) PORT MADEIRA (sweet) MUSCATEL	16 to 21%	18°C (65°F)	With desserts, cheeses and fruits
	ROSE (still or effervescent) may be a blend of white and red wines	STILL ROSÉ ANJOU ROSÉ PINK SAUTERNE PINK TABLE WINE CRACKLING*	10 to 14%	12°C (55°F)	All foods
EFFERVESCENT	CRACKLING (wine under pressure up to 28 lbs. per square in.)	*CRACKLING ROSE	12 to 14%	10°C (50°F)	All foods
EFFERVESCENT	SPARKLING (under pressure up to 56 lbs. per square in.)	CHAMPAGNE BURGUNDY	12 to 14% (may be less than 7% for some)	4°C (40°F) (very cold)	All foods
EFFERVESCENT	CHAMPAGNE (under pressure of 70 to 90 lbs. per square in.)	CHAMPAGNE	12 to 14%	4°C (40°F)	All foods

DRY OR SWEET WINE

In the fermenting process the yeast converts the sugar into carbon dioxide and alcohol. In a complete fermentation process, very little, or no sugar at all, remains in the wine. This is classified as a very dry wine. To please the differences in taste and add to the enjoyment of wine drinking, the winemakers can stop the fermentation process as soon as the wine has attained the degree of dryness, or sweetness, desired.

Dessert wines have a greater alcohol content than table wines because their fermentation is stopped by the addition of brandy. This process is known as fortification. The greater the alcoholic content of a wine, the better is its keeping quality. Most Canadian table wines are stablilized before bottling to ensure a longer life after opening.

The approximate degree of dryness or sweetness for each wine is indicated in the Liquor Administration Branch price list by a number after the name of the wine.

Very Dry	0-1
Dry	2
Medium Dry	3-4
Medium	5
Medium Sweet	6
Sweet	7-8
Very Sweet	9-10

The description of the dryness or sweetness of champagne, uses different words again:

Brut or Nature	The driest — very, very dry
Extra Sec or Extra Dry	Fairly Dry
Sec or Dry	Medium Sweet
Demi-Sec	Sweet
Doux	Very Sweet

It is most important for you to know the degree of dryness or sweetness of the wines available in the establishment.

Wine connoisseurs generally have more enjoyment from a wine which is on the dry side. They also know the degree of dryness, or sweetness, to order to complement their food, and will progress from a dry to a sweeter wine throughout the meal.

For guests however, who have very little wine drinking experience, it would be wrong to recommend a very dry or dry wine, or a brut to extra dry champagne. Novices to the enjoyment of a glass of wine with their meal, appreciate a 'medium' and not too full bodied wine. An excellent suggestion for such occasions is a Rosé still or crackling wine, or a sparkling wine in the event that champagne is not available on the Sec/Dry or Sweeter level.

Wine is frequently ordered to celebrate a special event. In many cases, it is up to you to complement an enjoyable and memorable event by knowing the merchandise and suggesting the right wine, especially when dealing with an inexperienced guest.

REMEMBER: THE GUEST'S PERSONAL PREFERENCE IN WINES ALWAYS OVERRULES THE GENERAL GUIDELINES.

THE LANGUAGE OF WINE

In the description of wines, fancy terms and words may be used which can be called 'The Language of Wine'.

Guests may not be knowledgeable about this terminology. It would be unwise to show off by using a vocabulary which is of no assistance to the guest. When dealing with an uninformed guest, use easy, understandable words and descriptions.

On the other hand, you may be confronted with persons who are experts in their knowledge of wine. As a hobby, or for other reasons, they like to use this strange sounding terminology, and, usually, they know what they are talking about! It is therefore most essential to know 'The Language of Wine' and make use of it at the appropriate time.

The following are some of these words. The list is by no means complete. However, by knowing these words and their meaning, you will be better equipped to carry on an intelligent conversation about wine.

ACIDITY — Present in all wines to some degree. The astringency or tartness sensed by the palate is known as acidity. Wholesome natural acids are indispensable to good wines and are partly responsible for the bouquet.

AGING — The time required to develop the character of a wine.

APERITIF — A dry or semi-sweet drink served before meals. Helps to stimulate the appetite.

APPETIZER WINE — Sometimes called aperitif wine. A wine served before meals to stimulate the appetite. Dry sherry and vermouth are examples.

AROMA — The fragrance of a wine which comes from the grapes, as distinguished from 'bouquet'.

AROMATIC WINE — This is a wine with a strong aroma. It is usually induced by blending herbs and/or spices with the wine.

ASTRINGENCY — This is a sharpness in the wine. It depends on the amount of tannin absorbed from skin, stems and seeds of the grapes.

BLENDING — The highly specialized art of combining wines made from different varieties of grapes to produce the type of wine desired, and also the blending of wines of different years to maintain a high standard of uniform quality. It is considered an indispensable practice in all major wine-producing countries.

BODY — The fullness or thickness of a wine, measured only by the palate. Good wine can be either light or heavy in body.

BOTTLE FERMENTATION — This is a secondary fermentation. It takes place in the bottle and produces effervescence in a wine. Sparkling and crackling wines may be made this way.

BOUQUET — The fragrance which comes from fermentation or aging, as distinguished from 'aroma'.

CARAFE — A glass bottle varying in size, usually with a wide base, and for serving wines at the table.

CHAMPAGNE — A white, pink, or red wine of high effervescence, originally made in the Champagne district of France.

CHARACTER	— Describes the colour, bouquet and taste of a wine.
CLARET	— A red, dry table wine, usually no more than 1% sugar.
CORKY WINE	— Unpleasant odour of a wine, caused by a cork which is diseased.
CRACKLING	— Mildly effervescent wines which do not produce as many bubbles as sparkling wines. This is evident to the palate but not to the eye.
CREAM	— A very sweet type of sherry.
DECANT	— To pour wine from one container to another, usually to remove sediment.
DECANTER	— A glass bottle which holds decanted wine for serving.
DESSERT WINE	— A general description for all sweet, or partially sweet wines, with an alcoholic content between 16% and 20% by volume. Port and sweet (or cream) sherry are typical dessert wines.
FERMENTATION	— The action of yeast which converts sugar into alcohol and carbon dioxide. It is this process which changes grape juice to wine.
FILTERING	— A method used to clarify wines.
FLAVOURED WINES	— Wines which have had fruit or herb flavours added to the grape wine.
FORTIFICATION	— The process of adding grape spirit or brandy to dessert and appetizer wines. A universal and world-wide practice which originated in Spain and Portugal.
KOSHER	— A traditional Jewish wine, generally sweet and red in colour, always made with Concord grapes.
MATURITY	— The state of a wine which, through aging, has developed its full perfection.
MUSCATEL	— A dessert wine from Muscat grapes, having a distinctive raisin taste.
MUST	— Grape juice, skins, seeds and pulp, before and during the early stages of the fermentation process.
PETILLANT	— Another term for crackling, means 'a little sparkle'.
PINOT CHARDONNAY	— A high quality grape which is now grown in Canada.
PINOT NOIR	— Also a high quality grape now grown in Canada.
PORT	— A sweet dessert wine with an alcohol content of 16-21%. May be ruby, tawny or white in colour.
RIESLING	— A variety of grapes, producing well-known and distinctive white table wines.
ROSE	— A still or crackling medium — dry pink table wine.
SAUTERNE	— A medium — dry or sweet white table wine.
SHERRY	— A wine, dry or sweet, which may be used as an aperitif or dessert wine. It has a characteristic flavour, alcohol content of 16-21%, and ranges in colour from pale to dark amber.

SPARKLING WINE	— A fully effervescent, bubbling wine.
STILL WINE	— Wine without effervescence.
TABLE WINE	— A white, rosé or red wine not exceeding 14% of alcohol by volume. A good companion of food.
VERMOUTH	— A dry or sweet wine flavoured with herbs or other aromatics, used as an appetizer.
VINTAGE	— The annual harvest of the grapes and making of the wine.
VINTAGE WINE	— The term given to a wine made from a single year's production and so labelled. These wines may vary greatly in quality from year to year. Canadian vintners prefer to maintain a uniform high standard of quality from year to year by storing large inventories of aged wine, and through careful blending.
YEAST	— An organism which causes the conversion of sugar into alcohol and carbon dioxide.

SIZES AND TYPES OF WINE BOTTLES

Canadian wines are available in bottles containing *341 ml* (formerly 13 oz.), *.75 litres* (formerly 26 oz.), *1 litre* (formerly 40 oz.), *2 litre* (formerly 80 oz.), and *4 litre* (160 oz.).

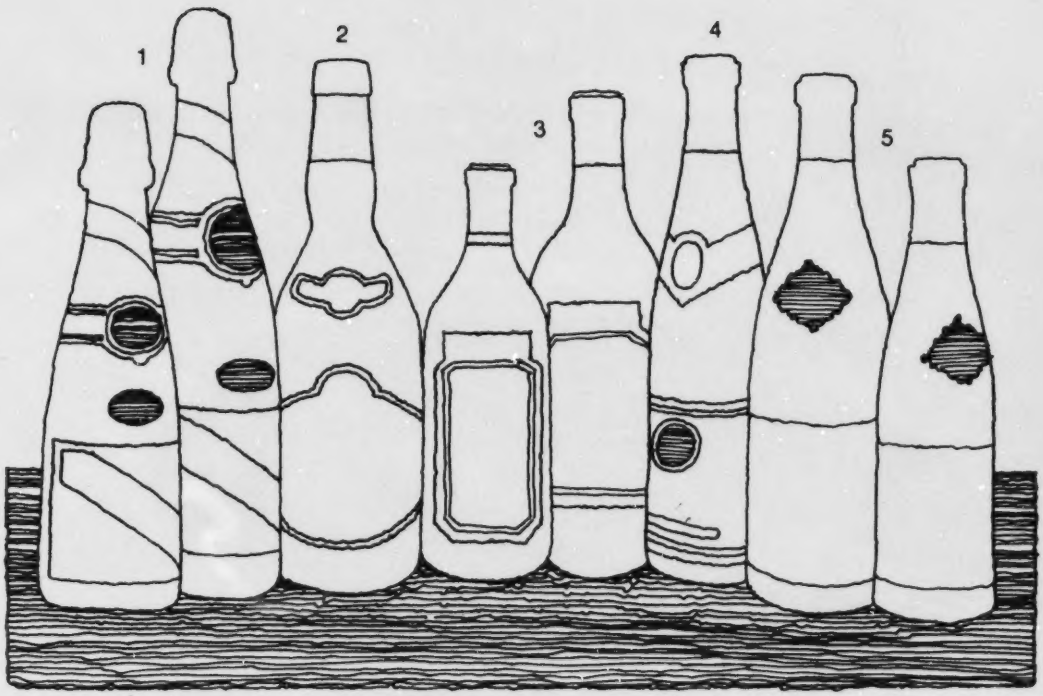
The .75 L bottle — called a FULL BOTTLE or FIFTH (in the U.S.) — is the regular size used in restaurants and dining rooms. Only a few Canadian sparkling wines and champagnes are available in 341 ml or 1 litre bottles.

The 341 ml bottle is called a HALF BOTTLE or SPLIT (in the U.S.). The litre bottle does not have a special name. A MAGNUM, usually associated with champagne, is a bottle of 1.5 litres (52 oz.).

Imported wines are available in full bottles approximately .73 litre (24-25½ oz.) and half bottles of approximately 341 ml (12½ oz.).

Many wine-producing areas in Europe have characteristic bottles which carry the name of a particular region.

Knowing the approximate content of bottles is most important when portioning wine to the guests. A party of six, for example, would get only one 4½ ounce serving per person from a typical full bottle. The general rules for filling a glass may have to be altered to suit the number of guests in the party



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	Full	Half	
1. Champagne Bottle	(26 ozs.) 740 ml	(13 ozs.) 370 ml	Very heavy, thick, green glass for Champagne and Sparkling wines.
2. Chianti Bottle	(26 ozs.) 740 ml		White or red Chianti.
3. Bordeaux Bottle	(26 ozs.) 740 ml	13 ozs.) 370 ml	Green glass bottles for red Bordeaux wines. Clear glass bottles for white Bordeaux wines.
4. Rhine, Mosselle Bottle	(24½ ozs.) 700 ml		German Rhine, Alsatian, Moselle wines. Green or amber glass.
5. Burgundy Bottle	(24 ozs.) 700 ml	(12 ozs.) 341 ml	Green glass for red Burgundy wines. Clear glass for white Burgundy wines.

WINE GLASSWARE

All Purpose Glass — may be used for red or white wines. Size is generally 8 ounces.

4 Ounce Glass — generally used for white wines.

Champagne "Saucer" — size varies from 3½ to 5½ ounces.

Port/Sherry Glass — usually 2 to 3 ounces.

Brandy Snifter — may vary in size from as small as 5 ounces, up to 22 ounces. The snifter is cradled in the hand to warm the brandy which releases the 'bouquet'.

WINE SERVICE ACCESSORIES

Corkscrew

It is essential to have a good quality corkscrew, and to learn to use it quickly and effectively. One of the most useful types resembles a pocket knife. It has a bottle opener and corkscrew on one side and a small knife, for removing the foil covering, on the other.

Ice Bucket

Chilled wines are kept cool throughout the meal by being placed in an ice bucket. The bucket is filled about a quarter full with ice and water is added to the three-quarter point. The bucket may be placed on a stand next to the table or on the table on an underliner. Linen towels are essential when handling bottles which are kept in ice.

Wine Basket or Cradle

Baskets are used primarily to add a touch of showmanship to wine servce. The original purpose of a basket was to transport and serve vintage wines containing sediment.

The only bottles of suitable shape are Bordeaux and Burgundy — other bottles look awkward in a basket and should be placed on an underliner on the table.

When using a basket do not worry about the wine running out of the bottle when drawing the cork. The baskets are designed and built to prevent such accidents.

Once the bottle is placed in the basket, never remove it to draw the cork or to pour the wine.

PRESENTING AND SERVING WINE

Presenting the Wine

Wine is presented to the host or the person who has been appointed to order the wine. When showing the bottle state the name of the wine, indicate the country of origin and the size of the bottle. The presentation ritual is not only a sign of courtesy, but also an opportunity for you to verify the order with the guest. Be sure to show the label at the same time.

When bringing the bottle into the dining room, also take along all the utensils necessary for opening the bottle and serving the wine — corkscrew, serviettes and glasses if they are not already on the table. It is a good policy to have an extra glass available when opening a bottle with a natural cork. Should cork particles fall into the first glass of wine, it can be replaced at once.

When to Serve the Wine

Wines should be poured just minutes prior to serving the food items they have to accompany. It is, however, an excellent way to cut the waiting time, in case the guests have ordered an a la carte item that requires a long preparation time. Confer with your guest by asking 'Would you like me to serve the wine now or a little later'?

At banquets or occasions where different wines are served with each course, the wine for the succeeding course is poured as soon as the plates from the previous course have been removed. The exception is the first course, when the wine is poured after the food has been placed in front of the guest.

HOW TO OPEN A BOTTLE

Bottles with Screw Caps or Plastic Corks

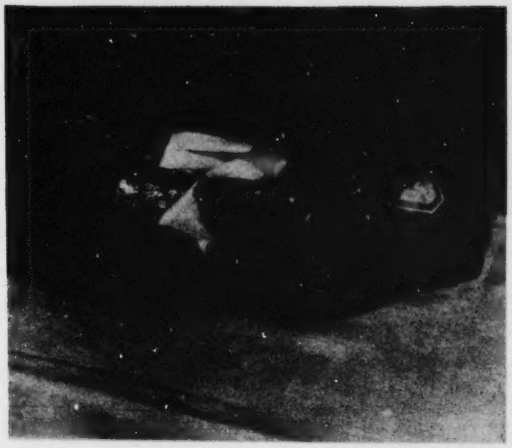
Cut the foil approximately 1/4 inch below the lip of the bottle. Always use a knife. Never tear the foil off with the fingernails — it looks terrible! Many foils have little tabs with which the top part of the foil can be pulled away. Unscrew the cap or dislodge the plastic cork by grasping it firmly and removing it with a twisting motion.

The lips of these bottles are usually clean and the wine can be poured immediately. To add a certain flair to the procedure, take a paper serviette and clean the lip of the bottle.

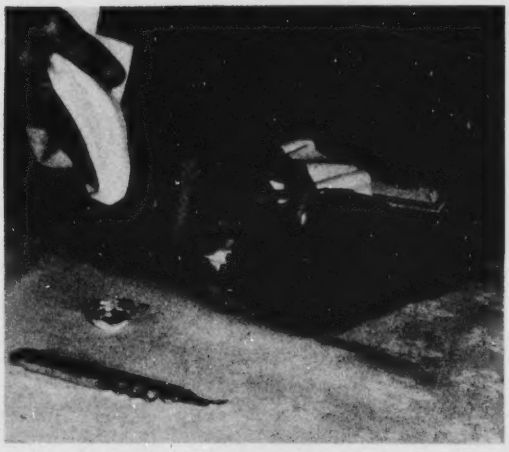
BOTTLES WITH EFFERVESCENT WINES HAVING PLASTIC OR NATURAL CORKS AND WIRE HOODS

To open a bottle of effervescent wine, first loosen the loop of the hood, the wire and foil can then be removed in a single motion. Hold one thumb on top of the cork to prevent it from popping out. Normally, all that is needed to remove the cork is a slight twisting motion of the bottle, thus letting the inside pressure force it out. If it is stubborn, apply upward pressure simultaneously with both thumbs to loosen the mushroom part of the cork. Be sure to hold the bottle at a 45° angle and away from any people. Hold the cork tightly as it leaves the bottle, to prevent it from flying and striking someone.

1. Remove wire and foil in one action. Hold bottle at 45° angle.
2. Grip cork firmly and twist bottle to loosen cork.
3. As pressure forces cork out, continue to hold it firmly.
4. Pour in two motions letting foam subside after first pouring.



1. Cut foil 1/4 inch from top of bottle and remove.



2. Wipe the cork and mouth of the bottle. This should be done with a paper serviette, as wine stains are difficult to remove from linen.

3. Hold the bottle by the neck with a towel and insert the corkscrew in the center of the cork. The cork has to be penetrated completely, and as straight as possible, to avoid breaking. Draw the cork.

4. Wipe the mouth of the bottle to remove any cork particles. Again, use a paper serviette.

For corked bottles always hold the bottle neck with a towel for safety reasons. The neck of the bottle may have a weakness and inserting the corkscrew may add just enough pressure to make it break, and you may cut your hand badly.

TASTING AND POURING

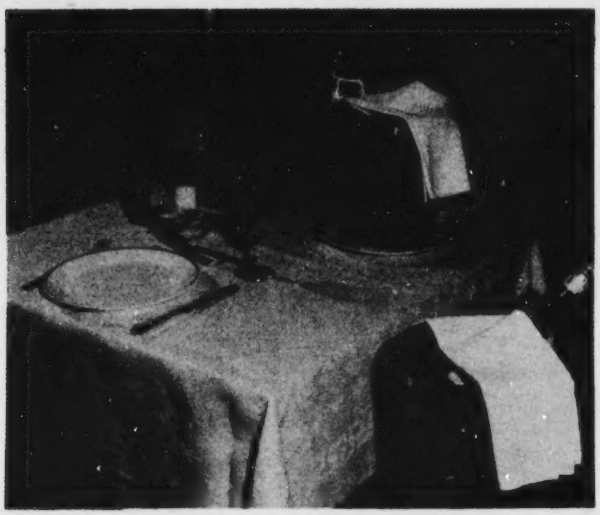
Pour the first ounce into the host's glass or the glass of the person who has been appointed to order the wine. Step back slightly and pause. If the guest acts on the invitation and wishes to make a comment, listen carefully and follow the orders given. Do not, however, embarrass guests by standing and waiting for a comment. Perhaps they do not want to taste the wine at this time in which case you can say 'May I serve the wine'.

Proceed to pour the wine, to the ladies first, then to the gentlemen, returning finally to the host. At parties or banquets, pour first to the guest of honour or the person sitting to the right of the host, and proceed clockwise around the table. Remember to pour from the right side of each guest. Always hold the bottle with the label visible.

In serving wine it is important to know how many people can be served from one bottle. The great variation in sizes of the glasses makes it impossible to set a strict rule. It is not known whether it is tradition or etiquette, but the bottle should never be completely emptied during the first serving around the table. The portion remaining in the bottle will give an opportunity to return to the table for refilling the glasses, and perhaps provide the opportunity to obtain an additional sale. As a guideline, it is suggested that a half size bottle of 13 ounces should serve two persons, with two glasses of wine each. It is advisable for you to fill an empty bottle with water and practice pouring, thus enabling you to learn how many glasses can be filled if a party of 6 or more order one bottle only. Wine is sometimes ordered for the sole purpose of proposing a toast. It is therefore important to know exactly how much can be poured, to give everyone an equal amount without running out of wine before reaching the last guest, and still have 1 to 2 ounces left over!

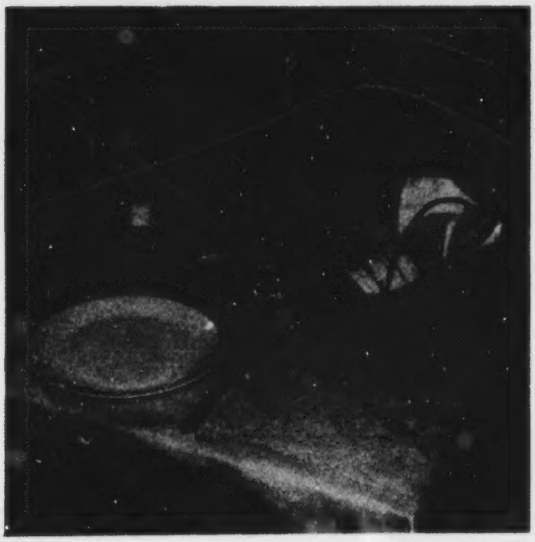
White Wine	— the glass is only 3/4 filled
Red Wine	— the glass is only 1/2 to 2/3 filled
Sparkling Wine and Champagne	— first pour about 1/3 of the glass, let foam subside, and then fill the glass 2/3 to 3/4 full

If a slight twist with an upward motion is given the bottle at the end of the pour, it will stop the tendency to drip. It is permissible to keep a napkin in the left hand to catch any drips.



Chilled wines are placed in ice buckets. The stand is set at the right of the host, or, if on the table within easy reach of the host.

Wines served at room temperature should be placed on underliners and again set close to the host. The same applies for bottles carried in baskets and for the dispenser.



In case there is insufficient space on the table, and no side tables or gueridon are available, the wine may be left on the side stand, but always within sight of the guest.

Whatever method is used, make sure the label of the bottle is turned toward the guest.

FUNDAMENTALS OF MIXOLOGY

You may never have to mix a drink but it is important to have a reasonable knowledge of the basics of mixology. When this knowledge is combined with manual skill and dexterity, you will have more, and better, opportunities to compete for positions where such knowledge is required, for example in dining lounges and cocktail lounges.

EQUIPMENT, SUPPLIES AND SETTING UP

Whether it is a cocktail lounge, cabaret or dining lounge, the setting-up of the bar requires time and care. It is most important to have everything available, ready, and in its proper place.

BASIC BAR EQUIPMENT AND SUPPLIES

Basic bar equipment and supplies, may include some or all of the following items:

Cocktail shakers (metal)	Strainers	Stirrers
Mixing glasses (large and small)	Funnel	Sugar bowl
Electric mixer	Straws	Salt shaker
Lemon and lime squeezers	Toothpicks	Nutmeg shaker
Juice extractor (electric)	Ice tongs	Bitter bottles
Corkscrews	Ice scoop	Towels
Bottle opener (fixed to bar)	Ice shaver	Glassware
Can opener	Spoons — various	Cocktail napkins

INGREDIENTS

According to the selection of drinks on the bar menu, the ingredients required in the mixing process may be more, or less, extensive, and include all, or some, of the following:

Cream	Tabasco sauce	Lemon juice
Sugar (or syrup)	Salt	Grapefruit juice
Milk	Cucumber	Lemons
Eggs	Nutmeg	Limes
Cherries	Cinnamon	Oranges
Olives	Cloves	Celery
Onions	Tomato juice	
Worcestershire sauce	Orange juice	

Ice

Check that there is sufficient clean ice available. Ice picks up odours very easily, and, when left in the freezer or refrigerator too long, it may acquire a 'refrigerator flavour'. These odours are then released into the drinks. Always have available:

Cubes	— for Highballs, or Old Fashioneds
Cracked	— for mixing, or shaking
Shaved	— for drinks sipped through a straw

Syrup

Sugar does not dissolve readily in alcohol, but simple syrup will dissolve reasonably well. It has been suggested that powdered sugar be used, as it blends quickly and has a better effect on the cocktail.
The formula for a good simple syrup is as follows: —

Dilute 4 1/2 pounds of sugar in 160 ounces of water.

GENERAL TIPS

It is most important that bar formulas are adjusted to the glassware type and size. Most formulas are based on the amounts established by the House (1, 1 1/4, 1 1/2 ozs.) and standard Libby Olympia pattern glassware. If using a different pour, or different glassware, adjust the formulas accordingly, but in any event measure all ingredients.

Always use quality liquor, but equally important use quality fruit juices, grenadine, etc. There is no substitute for freshly squeezed lemon, but if this is impossible there are some fresh frozen products which are quite acceptable. Don't substitute for fresh lime. *Do follow formulas exactly.* Add white of egg to fresh or frozen lemon juice to give it a 'head'.

Where the word Oster mixer is used, this can be a Waring, Hamilton Beech, or any other similar type of electric mixer. Don't forget the Waring and Oster, have two types of cups. One is a mixer, the other a blender with very sharp knife blades. Both types can be used for the mixing of drinks. Also, of course, wherever mixing is called for, hand shaking can be used. This certainly adds showmanship to the operation and there are many who vouch for the superiority of the drink.

Keep all cocktail glasses well chilled. Warm hands should be kept off the body of the glass. Always use the stems to lift and serve them by.

Where the expression 'Soda Out' is used, it means to 'Top Up' the glass with soda water.

Where the expression 'Shell Out' is used in reference to squeezing limes, it means to discard the shell, otherwise it would be dropped into the serving glass.

In twisting lemon peel over a cocktail hold the outside of the peel toward the drink. This will allow a fine spray of lemon oil to squirt over the surface.

If it is necessary to adjust the sugar content to satisfy your particular area, standardize it for everyone on shifts, then let adjustments be made for specific individuals.

MIXING DRINKS

The different methods of making drinks are to:

Stir	— a Manhattan or Martini, etc.
Shake and Blend	— Fizz, Sour, Pink Lady, etc.
Build	— Slings, Collins, etc.

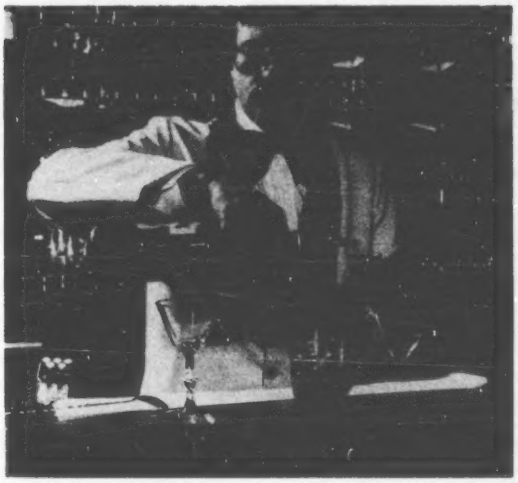
The proper order when mixing drinks is, to first put the less costly ingredients into the mixing container. If a mistake is made, it is possible to start again with a minimum loss. This applies especially to eggs, which go into the mixing container before the liquor. If the egg is bad it can be thrown away before the expensive liquors have converted an accident into a financial loss.

This order does not apply when an ingredient is used as a decoration and floated on the top, for example, the sprinkling of nutmeg on the top of a brandy egg nog.

STIRRING

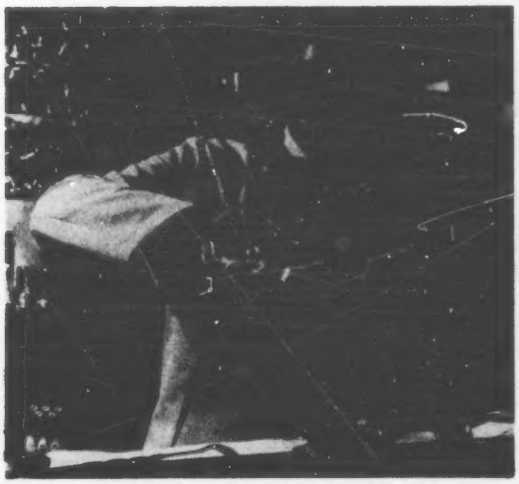
Drinks or cocktails that consist of clear liquors requiring only stirring with ice for proper mixing are called 'stirred' drinks.

The length of time a drink is stirred is very important as too much dilutes the drink and too little fails to mix and chill it properly.



Follow Formula and Measure Accurately

Stir in a Clockwise Motion Simultaneously Rolling the Spoon Between the Fingers



Strain and Pour the Drink

Finish The Drink with the Appropriate Garnish such as a Twist of Lemon Peel, Olive, Onion, or other garnish.

SHAKING

Drinks to be shaken are those containing fruit juice, eggs, cream or any other ingredients which are difficult to blend. A thorough shaking is required so that the cocktails come out creamy.

Put the Covering Cup on at a Slight Angle to Avoid Hard Locking

Hold Firm and Shake

Strain and Pour Rapidly to Form a Foamy Head

Complete the Drink with the Appropriate Garnish such as a Wedge of Lemon.

BUILDING

The building of a drink is the easiest. The glass is filled with ice, the liquor is added, then topped with soda or mixer as required, and stirred lightly. Avoid vigorous stirring of carbonated drinks as this will release the carbon dioxide resulting in a flat drink.

STANDARD COCKTAILS AND MIXED DRINKS

Whether mixing or simply serving drinks, you must be familiar with the glasses used for different types. And, just as with the food menu, you should be able to describe the ingredients of standard drinks to your guests.

The correct glass, or container, for proper serving is as important as accurate measurement. The judgment of managers as to the proper sizes of glasses for various purposes differs greatly. Always be guided by the stock of glasses available in the establishment. When the finished drink is ready, it should be served in the glass that is accepted as correct. These glasses are designed to deliver the drink to the guest so that the eye appeal is good. The drink should neither overflow the container nor seem to be lost in it. A glass that is too full makes spilling inevitable, while a nearly empty glass gives the guest an impression of a 'stingy' or short drink. Both extremes are avoided if the correct glass is used.

'Collins' or Highball Glass
(may be 8 to 12 ozs.)

This glass may be used for all standard highballs and built drinks:
RUM and COKE, RYE and SEVEN-UP, GIN and TONIC, etc.

CUBRA LIBRE	— Demerara rum, Coca Cola, 1/2 lime in glass.
BLOODY MARY	— Vodka, tomato juice, squeeze of lime, tabasco sauce worcestershire sauce — (celery salt — optional).
BLOODY CAESAR	— Same as 'Mary' but substitute clamato for tomato juice. Garnish with salt rim and celery stick.
SCREW DRIVER	— Vodka and orange juice. Garnish with slice of orange.
TOM COLLINS	— Gin, lemon juice, sugar, soda, garnish with orange slice and cherry.
TEQUILA SUNRISE	— Tequila, cube ice, orange juice, shot of grenadine poured down side of glass.

OLD FASHIONED OR 'ON-THE-ROCKS' GLASS
VARIES FROM 5 to 7 OZS.

OLD FASHIONED	— Rye, sugar, angostura bitters, sugar cube, soda, garnish with orange slice, cherry and lemon twist.
BROWN COW	— Creme de cacao (Kahlua or Tia Maria) cube ice, cream.
BLACK RUSSIAN	— Vodka, creme de cacao (Kahlua or Tia Maria), cube ice.
WHITE RUSSIAN	— Same as "BLACK" with cream added.
RUSTY NAIL	— Scotch, Drambuie (or Glayva), cube ice. Garnish with cherry and lemon twist.
MOSCOW MULE	— Vodka, cube ice, ginger beer, squeeze 1/2 lime and leave in glass.

COCKTAIL GLASS

— Stirred drinks are served in a cocktail glass.

MARTINI	— Gin, dash dry Vermouth. Garnish with an olive.
GIBSON	— Same as martini but with onion garnish and lemon twist if requested.
VODKA MARTINI	— Use vodka instead of gin.
MANHATTAN	— Rye, sweet vermouth, angostura bitters. Garnish with maraschino cherry.
DRY MANHATTAN	— Substitute dry vermouth. Garnish with olive.
ROB ROY	— 'Manhattan' with scotch instead of rye. Garnish with twist of lemon.
STINGER	— Brandy and white crème de menthe (shake).

COCKTAIL SAUCER

Drinks which have a foamy head look the most attractive in this glass, although sometimes they may be served in cocktail glasses.

ALEXANDER	— Brandy (gin, rum or rye), creme de cacao, heavy cream.
BACARDI	— Barcardi white rum, grenadine, lime juice. Lime garnish.
DAQUIRI	— White rum, lime juice, simple sugar syrup. Lime garnish.
GIMLET	— Gin (vodka if requested), Triple Sec, lime juice, sugar syrup. Lime garnish.
GRASSHOPPER	— Green creme de menthe, creme de cacao, light cream.
MARGARITA	— Tequila, Triple Sec, lime juice, salt rim of glass, lime garnish.
CHAMPAGNE COCKTAIL	— Champagne, angostura bitters, brandy, sugar cube, lemon twist.
SIDE CAR	— Brandy, Triple Sec, lemon twist.
PINK LADY	— Grenadine, cream, gin.

SOUR GLASS

4 to 4 1/2 ounces.

WHISKEY SOUR — Rye, lemon juice, sugar syrup, cherry garnish.

FIZZ GLASS

GIN FIZZ — Gin, lemon juice, soda, simple syrup, cherry garnish.

CHIMNEY or 'ZOMBIE' GLASS

SINGAPORE SLING — Gin, cherry liqueur, grenadine, lemon juice, crushed ice, topped with port wine. Orange slice and cherry garnish. Substitute rye for gin to make a Shanghai Sling.

ZOMBIE — Jamaican rum, white rum, Demerara rum, orange curacao, lime or lemon juice, orange juice, grenadine, topped with 151 Demerara rum. Garnish with lime circle, cherries, and pineapple if available.

PLANTER'S PUNCH — Jamaican rum, lime or lemon juice, orange juice, sugar syrup, bitters, topped with sherry. Lime circle and cherry garnish.

FOG CUTTER — White rum, brandy, gin, orange juice, lemon juice, orgeat syrup topped with sherry. Lime circle and cherry garnish.

TAKING AND SERVING THE COCKTAIL ORDER

1. Approach the table with a smile and greeting. Inquire if the guests wish anything from the bar.
2. Write the orders *clearly*. Write down *prices immediately*. Include necessary information on the Bar Check and Guest Check. Take plenty of time to eliminate errors. Use a road map for larger orders. Listen the first time a guest orders, as the remaining rounds are usually the same.
3. Thank the guests for their order. Gather cocktail lists if necessary.
4. Order your cocktails. Thank the bartender. Add garnish and straws if necessary.
5. Arrange cocktails on the tray to enable ladies to be served first.
6. Handle the glass as close to the base as possible and place the cocktail on top of the cocktail napkin.
7. Inquire if the guests wish to order their meal then or later.
8. Keep circulating in your station. Change ashtrays. Remove empty glasses or bottles.

PROVINCIAL LIQUOR REGULATIONS

TYPE OF ESTABLISHMENT

Be sure to find out what kind of a license your employer has, as regulations differ for each type.

'A' LICENSE

Issued to HOTELS, RESORTS, CLUBS, RECREATIONAL CENTRES, AIRCRAFT, TRAINS, MOTOR VESSELS, INTERNATIONAL AIRPORTS, MUNICIPALLY AND PROVINCIALLY OWNED CULTURAL CENTRES, UNIVERSITIES AND MILITARY MESSES.

- All types of liquor.
- Beer and B.C. cider may be sold for off-premise consumption up to one-half hour after service ends.
- No minors allowed except in an aircraft, train, motor vessel or specially designated area.
- Maximum hours for sale of liquor is 14 hours per day between 9 a.m. and 2 a.m.

'B' LICENSE

Issued to DINING ESTABLISHMENTS primarily engaged in the service of food, and to Department of Transport airports with meal facilities:

- All types of liquor may be sold.
- Minors are permitted on premises but may not be served.
- Maximum 14 hours of sale between 9 a.m. and 1 a.m. Sundays from 12 noon to 10 p.m.
- In addition to dining area, there may be a 'holding bar' for up to 50 people — no liquor may be sold in holding bar on Sundays.
- In dining area liquor shall be served only with meals.
- Food menu must be posted outside establishment.
- Minimum dining room seating 40 persons.

NOTE: Specialty houses such as PIZZA PARLOURS are restricted to the sale of beer and wine only.

'C' LICENSE

Issued to CABARETS primarily engaged in providing entertainment.

- All types of liquor.
- No minors except entertainers.
- Hours 7 p.m. to 2 a.m.
- Dance floor 20 percent of floor area.
- Snacks at reasonable prices.

'D' LICENSE

Issued to NEIGHBOURHOOD PUBS.

— All types of liquor.

— Hours 9 a.m. to 11 p.m. — closed Sundays.

— No minors other than entertainers.

— Maximum seating: 100 persons.

'E' LICENSE

Issued to SPORTS STADIUM or CONCERT HALL.

— Beer and B.C. cider only.

GENERAL REGULATIONS

SERVICE OF MINORS — No liquor is to be served to minors (persons under 19 years of age). If you are in doubt about a person's age, ask for identification which may be either a passport or B.C. Identification card or a valid driver's license. If you are caught serving a minor, you may be subject to a fine of $500 minimum.

EMPLOYEES — Minors may *serve* alcohol only in an establishment holding a 'B' (dining room) license.

Employees may not consume any liquor while on the job.

DEATH RESULTING FROM INTOXICATION — You may be held liable to a fine if you have served a person who has already drunk to excess and has died in a car or other accident as a result of intoxication. Be firm with an insistent guest and if necessary get assistance from your supervisor to keep the situation under control.

BOTTLES OFF-PREMISES — With the exception of beer and cider, no other liquor may be purchased and removed from licensed premises.

An unfinished bottle of wine must either be consumed on the premises or left behind.

Liquor which is not sold to a guest by the establishment may not be brought into the establishment for consumption.

Remember, regulations may change from year to year. If you have questions about the service of liquor in an establishment, check with your supervisor.

TEST YOURSELF

1. Name four common appetizer wines.
2. What process is used to make scotch or brandy?
3. Describe briefly the process used in making liqueurs or cordials.
4. Is cider a beer? If not, what process is used to make it?
5. Make a simple sketch of the glassware used for the following drinks:

   Beer

   Singapore Sling

   Liqueur

   Manhattan

   Gin Fizz

   White Wine

   Sherry

   Bloody Mary

   Black Russian
6. At what temperature should beer be served? Red table wine? White table wine? Champagne?
7. You are serving a table of six a bottle of white wine containing approximately .75 litres, how full should you fill each 4 oz. glass? What accessories would you bring to the table in preparation for serving the wine?
8. How do you 'build' a drink? Shake a drink? Stir a drink?
9. What is the principal flavouring agent in each of the following liqueurs:

   Cointreau

   Drambuie

   Tia Maria

   Grand Marnier

   Creme de Menthe
10. Your table is ordering spaghetti. What type of wine will you suggest?
11. What ingredients (and garnishes) are in each of the following:

    Whiskey Sour

    Black Russian

    Martini

    Gibson

    Rusty Nail

    Screwdriver

    Cuba Libre

    Daquiri

12. A very young-looking person comes into your licensed dining room and orders a before dinner drink — what would you do?

13. You are working in a pizza parlour. What kinds of liquor are you able to serve?

14. Your brother is only 17 and he is serving liquor in the dining room where he is a waiter. Is that legal?

CHAPTER
11

CHAPTER ELEVEN

THE DUTIES OF HOST AND CASHIER

In the larger restaurant operations, hosting and cashiering duties are generally handled by people hired for those positions. However, in smaller operations or in certain circumstances you may be asked to carry out either functions in addition to your routine duties.

HOSTING DUTIES

The usual qualifications for a job as host or hostess are:

1. Experience as a waiter or waitress.
2. Pleasant personality.
3. Good personal grooming and appearance.
4. Supervisory ability.

A prime function of the host/hostess is to greet the guests in a friendly and courteous manner, to lead them to a suitable table and assist in seating them.

You must always keep in mind the importance of guest distribution and rotation of stations, never overloading one station with too many guests (swamping a waiter/waitress) while other stations may be empty. This causes problems such as poor service and creates dissatisfaction among the staff. The actual location of the seating will also depend on the number of vacant places at the time of entry, the size of the party and the wishes of the guests themselves. Some guests may prefer quiet corners, others may want to sit near the orchestra or window. It is your duty to attempt to comply with the wishes of the guest. When the guests have been seated you may present the appropriate menu.

In addition to seating guests you'll be expected to take reservations and enter them in the reservation book. There are many different methods of recording guest reservations. The following is an illustration of one common method.

RESERVATION BOOK

DATE	TIME	NAME	NO. OF PEOPLE	OCCASION
	7.45 P.M.	MR. T. SMITH	8	BIRTHDAY
	8.15 P.M.	MR. R. JONES	4	NONE

Hosting is primarily a supervisory function which means you have responsibility for the smooth and efficient operations of the staff in your area (waiters, waitress, busboys). Here is a brief description of some of the other duties.

TABLE PLANS: Makes out a daily or weekly table plan assigning each waiter and waitress to a certain station. This is done on a rotation basis.

BREAKS: Arranges times for each one to go for their coffee and lunch breaks.

SCHEDULING: Posts a weekly working schedule showing hours and days of work. May even include side duties.

COMPLAINTS: Handles many of the complaints from guests or staff.

RELIEF:	Generally relieves the cashier for coffee and lunch breaks. May also relieve the manager on his days off.
SUPPLIES:	Checks and orders on requisition, storeroom and linen supplies.
MENUS:	Prepares menus for breakfast, lunch and dinner, changing clip-ons. Enquires about specials of the day and price change, then informs the staff.
MEETING:	May conduct daily or weekly meeting in dining room to ensure good communication among staff and management.
ORGANIZES:	May be responsible for organizing and setting-up small parties for special occasions.

As a host or hostess, you are an important link between the guest and the management of an establishment. You can be the primary sales person for an operation, the success of which depends on your ability to promote courteous and efficient service that will create a positive, lasting impression on the guests.

HANDLING CASH AND CHARGES

Just as the host or hostess is the first person with whom a guest has contact, the cashier is frequently the last. And, it is from the cashier that the guest gets a final impression of the operation as a whole.

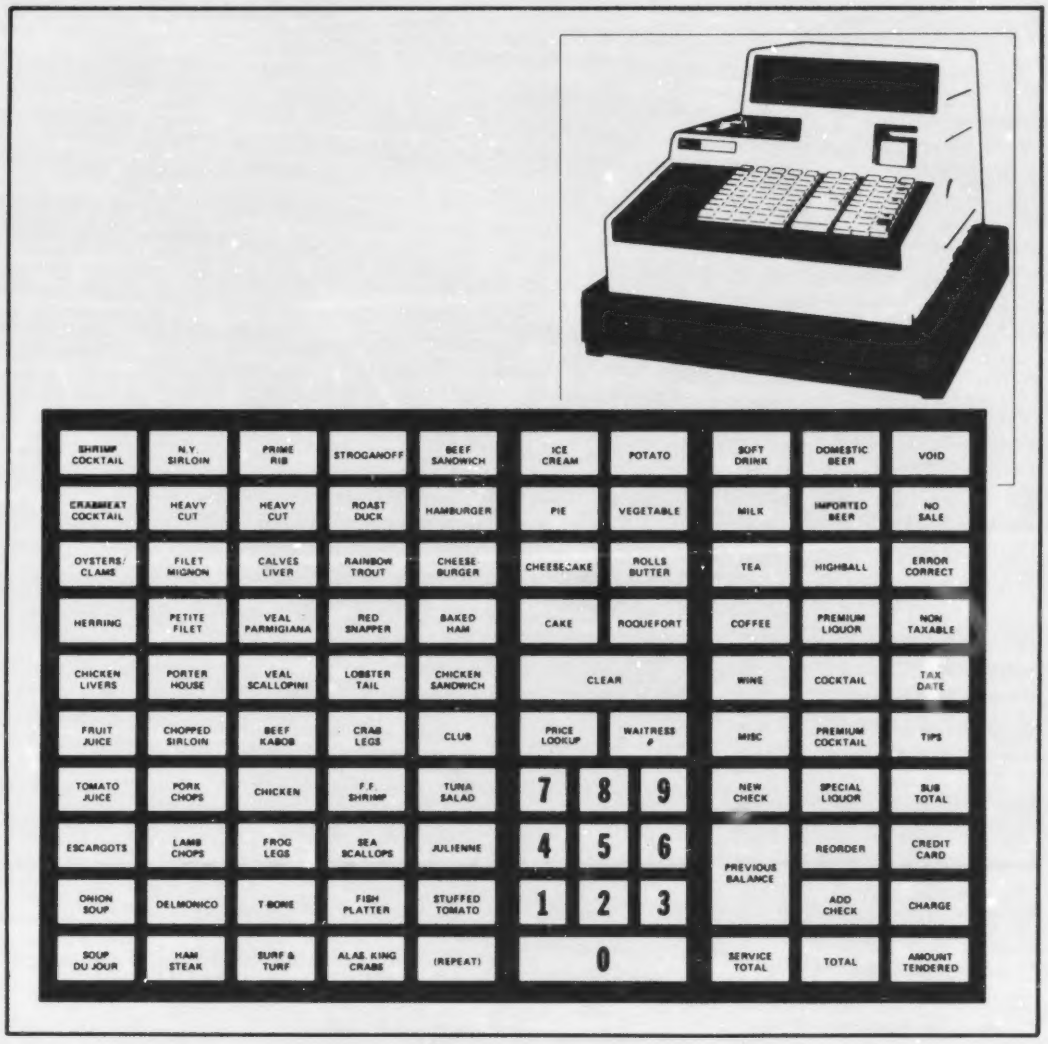
For this reason, it is important that if acting as cashier you accept payment promptly, make change accurately, thank the customer courteously, and give whatever other assistance you may be able to render.

As a cashier you will have to deal with many customers and situations when you will need poise and self control. Often guests are not anxious to complain about poor service or food at the time incidents happen. However, if such matters are disturbing enough they will make their complaint known when it is time to pay the bill. Therefore it is essential to handle such complaints tactfully, keep calm under pressure, and treat guests with courtesy even under trying circumstances.

THE CASH REGISTER

The management usually gives the cashier specific instruction for the operation and care of the cash register or precheck machine. A precheck system provides direct control over personnel, food, beverages, and daily income in the bar/restaurant environment. It is based on a mandatory printed record before food or beverages are released from the kitchen or bar. By validating a guest check with printed amounts and descriptions, the precheck eliminates errors and customer disputes over scribbled and hard-to-read amounts; speeds service and builds customer goodwill at check settlement time.

Cash registers and precheck machines differ in their construction and operation, however most of them have numeral keys for recording the amount of the transaction and special keys for indicating "cash received", "cash paid out", "no sale", and "voids".



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The cash register may have a cash drawer to use for making change and keeping the money safe. Each time the cash drawer is opened the transaction is recorded on the audit-detail tape. The 'no-sale' key should be used when it is necessary to open the cash drawer without having received or paid out any money. The 'void' key should be pressed when an error has been made in recording a sale. The cashier must account for all 'no-sale' and 'void' transactions.

During business hours the cash register should be guarded carefully at all times and locked when not in use; even though money may not be left in the cash drawer, there is a possibility that some thoughtless person might play with the keys, not realizing that such action alters the audit total.

THE CASH FLOAT

It is essential that a supply of change for use during the day be placed in the cash register. This is called the 'float' and the amount may vary depending on the amount of business anticipated. If you have the responsibility of placing a 'float' in the cash register, follow these suggestions.

Record a 'No Sale' on the cash register. This causes the cash drawer to open. If you are using a receipt-printing register, the machine will also print and issue a 'No Sale' receipt.

There is a specific compartment in the cash drawer for each denomination of coins and currency. From right to left, the front compartments are for pennies, nickels, dimes, quarters and half-dollars. Paper currency goes in the bill compartments under the weights. All the bills should be pointing in the same direction.

Count the coins one denomination at a time. List the total of each denomination on the back of your float sheet. Then count the currency and list it. Total figures to make sure the amount of change is equal to your float. Your float must always be correct — never short or over. At the close of the day a similar procedure is followed in counting cash receipts, the totals being listed on a Cash Report form. When closing the cash, first count out your float before counting your receipts.

It is important always to count change carefully — whether you are receiving it in a 'float', 'buying' it during the day, giving it to customers, or totalling your cash receipts at the close of business. Your efficiency will show by the care with which you handle money.

SAMPLE FLOAT SHEET

60	× .05 =	3.00
50	× .10 =	5.00
40	× .25 =	10.00
	Total Currency	18.00
12	× $ 1.00 =	12.00
5	× $ 2.00 =	10.00
6	× $ 5.00 =	30.00
3	× $10.00 =	30.00
	Total Bills	82.00
	Total Currency	18.00
	Total Bills	82.00
	Total Float	100.00

DATE _____

SIGNATURE _____

Since your float must be the same amount every day, count it out first being sure to give yourself an adequate distribution of bills and coins. Your daily cash averages or shortages will show up on your deposit slip after you total the cash receipts.

MAKING ENTRIES ON THE CASH REGISTER

In recording be careful to depress the correct keys. Depress the identification key for food, liquor or miscellaneous, and your individual salesperson's identification key.

When the information is set up on the keys, check to see that you have depressed the correct keys. If you have made an error, you still can correct it by operating the release key or lever and starting the registration all over again. With the proper keys depressed, complete the registration.

The cash drawer is designed to open to its full length, so people with experience on the cash register form the habit of checking the movement of the drawer with the left hand.

CORRECTING ERRORS

If you make a mistake by over or under ringing an amount on the register never try to correct it by over or under ringing the next guest check.

The way to correct the error is to re-ring the transaction correctly and then to 'void' the incorrect registration.

This cancellation can be done by placing the void slip in the till with all information on it.

Transfer number
Transfer amount
Transfer date
} generally printed by the cash register

Have the slip signed by an authorized person. Put a marking on the audit strip to make the void easy to find. The voids will be subtracted from the total reading at the end of the day to balance with your cash. Do not lose a void slip since it is regarded as money.

HOW TO MAKE CHANGE

The handling of cash is like anything else, there is a right and a wrong way. There is nothing complicated or confusing in handling money providing the same accurate procedure is followed. When a guest pays his bill this is the procedure to follow:

— State the amount of the food check while looking at your guest.

— State the denomination of the bill, e.g., $5.00, $10.00, etc.

— Place the money on the register plate.

— Place the food check in the register and ring in correct amount.

— Check the glass to make sure you have rung the correct amount.

— Count to yourself, starting with amount rung in register.

— Count to the guest, starting with amount rung in register.

— Say thank you, looking at the guest.

— Place money in cash drawer, making sure all bills are facing the same way, close drawer.

— Handle one transaction at a time. Do not let anybody interrupt.

When making change, give the largest denomination of bills and coins possible in order to conserve the supply of small change. Use a dime instead of two nickels or a quarter and a nickel instead of three dimes. When short of coins, encourage the customer to use the 'extra payment method', by which the customer gives the cashier small coins in addition to a bill, in order to receive even change. If the salescheck is $2.05, and the customer gives the cashier a $5.00 bill, the cashier may ask for an additional nickel to save change.

If several persons pay their individual portion of a joint salescheck, encourage one person in the group to collect the individual amounts and pay the entire bill, (this is not always possible). This is another reason why it is important that the waiter or waitress asks the guests whether orders are to be put on separate checks.

Never make change from your own funds. To do so is unbusinesslike, often causes mistakes, and sometimes results in unjust suspicion.

When placing paper money in the cash drawer, always turn it face up, smooth it out, and place it under the weight in the correct compartment. New paper money has a tendency to 'stick together'. Make certain when handling it that you do not give a customer two bills instead of one by mistake.

Never 'bunch' several sales when recording them on the cash register. To do so would destroy the accuracy of your establishment's records; the register would show that only one customer was served instead of several, and even more serious, it would show plainly that you were violating house rules with the result that you might be unjustly suspected of dishonesty.

DISPUTES OVER CHANGE

If there is a dispute over money never simply take money out of the drawer and give it to a customer.

If you are not positive who is right, have someone in authority take the reading. Then count the cash. If possible this checking should be done in the customer's presence, but in some cases it may be necessary to wait until after the close of business. This should be explained to the customer with tact and courtesy. Never argue with the customer, if he becomes argumentative, let someone in authority handle the situation.

If the above procedure cannot be followed, take the customer's name, address, telephone number and explain that the manager will count the money at the end of the shift and will contact the customer.

PROCESSING CREDIT CARDS AND CHEQUES

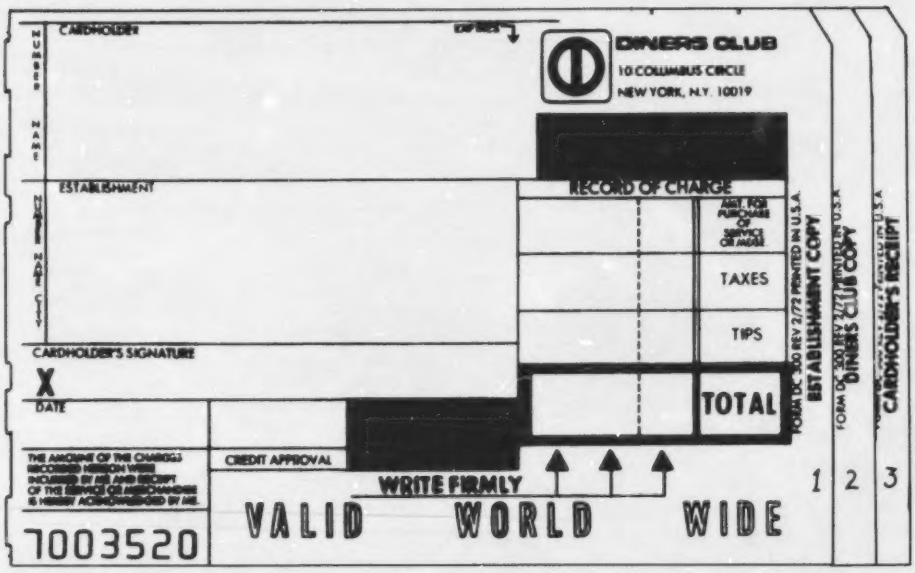
More and more frequently these days you will have to handle credit cards. It will be part of your job to be familiar with the procedures involving these money transactions. Know what credit cards are accepted in your establishment and follow the rules set up by management.

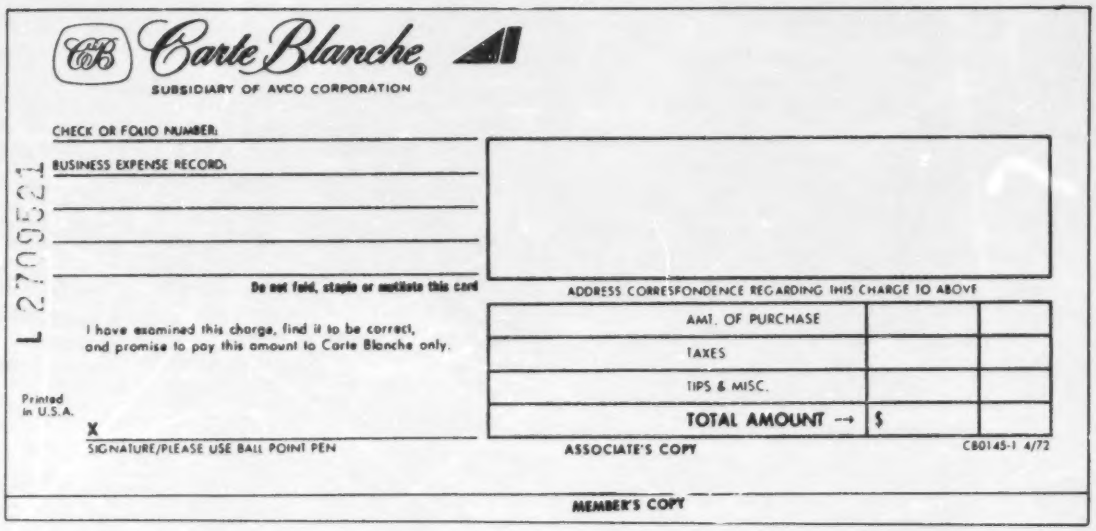
The credit card medium of payment is here to stay. Well known credit cards used nationally may include: Diners Club, American Express, Chargex and Carte Blanche. The dollar value of food and beverage items consumed by the guest is transferred onto a special form that is signed by the guest and is then mailed to the appropriate organization which deducts a commission before making payment to the restaurant. The organization in turn collects from the guest. The mechanics of processing the credit cards are similar but the special charge forms that the guest signs differ.

Certain points must be watched for when accepting credit cards:

1. Name of guest corresponds with credit card name.
2. Signature of guest corresponds with signature on credit card.
3. Credit card is not on 'stop list' (black list or cancellation list).
4. Credit card has not expired — check date printed on card.
5. Any charges over a certain amount determined by the management are required to have an authorization number. Call the credit card company, give your business code, the card holder's name, number and amount. The credit card company will authorize the amount and give you an authorization number which you then record in the appropriate space on the credit blank.
6. Be sure to date each charge form.

The following are samples only of some standard credit card blanks:

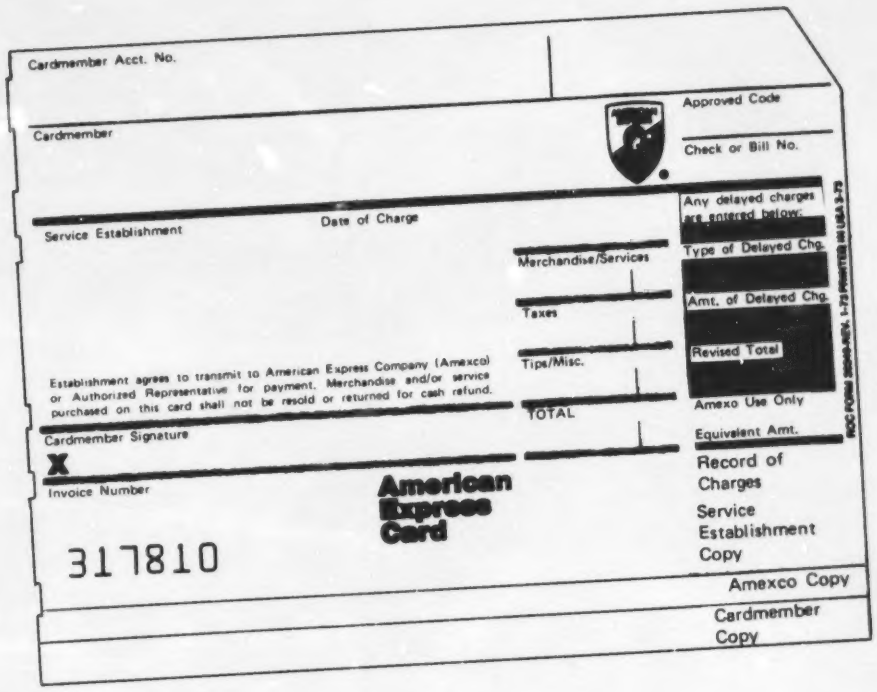


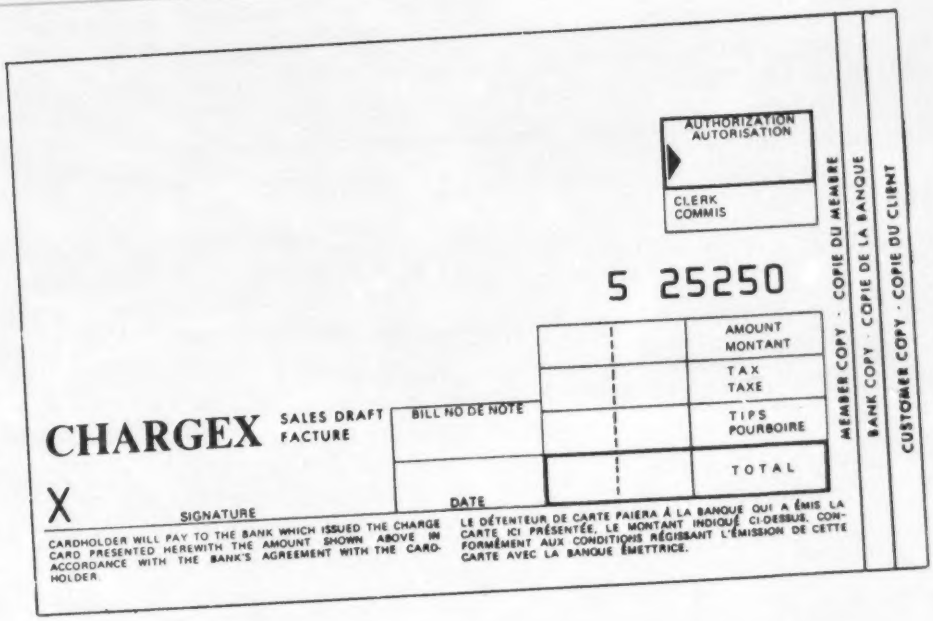

Carte Blanche
SUBSIDIARY OF AVCO CORPORATION
CHECK OR FOLIO NUMBER:
BUSINESS EXPENSE RECORD:
Do not fold, staple or mutilate this card
ADDRESS CORRESPONDENCE REGARDING THIS CHARGE TO ABOVE
I have examined this charge, find it to be correct, and promise to pay this amount to Carte Blanche only.
AMT. OF PURCHASE
TAXES
TIPS & MISC.
TOTAL AMOUNT →
$
Printed in U.S.A.
X
SIGNATURE/PLEASE USE BALL POINT PEN
ASSOCIATE'S COPY
C80145-1 4/72
MEMBER'S COPY

1 copy — for the restaurant

1 copy — for the credit card company

1 copy — for the guest


Cardmember Acct. No.
Cardmember
Approved Code
Check or Bill No.
Service Establishment
Date of Charge
Merchandise/Services
Taxes
Tips/Misc.
TOTAL
Any delayed charges are entered below:
Type of Delayed Chg.
Amt. of Delayed Chg.
Revised Total
Amexo Use Only
Equivalent Amt.
Establishment agrees to transmit to American Express Company (Amexco) or Authorized Representative for payment. Merchandise and/or service purchased on this card shall not be resold or returned for cash refund.
Cardmember Signature
X
Invoice Number
317810
American Express Card
Record of Charges
Service Establishment Copy
Amexco Copy
Cardmember Copy


AUTHORIZATION
AUTORISATION
CLERK
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5 25250
AMOUNT
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TAXE
TIPS
POURBOIRE
TOTAL
CHARGEX
SALES DRAFT
FACTURE
BILL NO DE NOTE
DATE
X
SIGNATURE
CARDHOLDER WILL PAY TO THE BANK WHICH ISSUED THE CHARGE CARD PRESENTED HEREWITH THE AMOUNT SHOWN ABOVE IN ACCORDANCE WITH THE BANK'S AGREEMENT WITH THE CARDHOLDER.
LE DÉTENTEUR DE CARTE PAIERA À LA BANQUE QUI A ÉMIS LA CARTE ICI PRÉSENTÉE, LE MONTANT INDIQUÉ CI-DESSUS, CONFORMÉMENT AUX CONDITIONS RÉGISSANT L'ÉMISSION DE CETTE CARTE AVEC LA BANQUE ÉMETTRICE.
MEMBER COPY - COPIE DU MEMBRE
BANK COPY - COPIE DE LA BANQUE
CUSTOMER COPY - COPIE DU CLIENT

CHEQUES

Few restaurants will cash a personal cheque for a guest, but occasionally this regulation is relaxed if the guest is well known. Any requests to the waiter, waitress, or cashier for cashing personal cheques should be referred to the manager for approval. If a cheque is accepted in payment it should be:

1. Made out to the exact amount of the bill owing.
2. Have full details on reverse side; e.g., address of guest, driver's license, social insurance number and other identification.
3. Stamped 'For Deposit Only' immediately.
4. Checked for date, erasures, changes or differences between figures and amount written.

HOW TO RECONCILE YOUR CASH

At the end of your shift, when all the food checks have been processed you must total your cash. Follow these procedures.

1. Count your float, be sure to have the exact amount, fill out float sheet with date and signature.
2. Count your cash receipts and fill out a cash deposit slip, (see example).
3. Take a reading of the machine.
4. Subtract voids from total reading to get Net Sales. This will be your total reading and marked on the cash deposit sheet in the space provided.
5. The difference between the Total Cash and Total Reading will represent the overage or shortage, which is entered in the space provided.
6. Depending on the house rules you may or may not be required to reset the cash register for the following day.

   In resetting the cash register, follow the same procedure as when taking a reading except insert key into reset position, turn and push down. Depress each key twice going through all departments and total.
7. When the machine has been reset the detail roll is removed. The detail audit strip is then rolled up, dated, and sent with the cash deposit slip and the money to the vault or other specified area.
8. Change the date on the cash register for the following day.
9. DO NOT LOCK the cash register when no money is in the till, leave it open, this will prevent forceful entry and possible damage to the cash register. (House policy may vary on this particular procedure.)

SAMPLE OF CASH DEPOSIT FORM

DATE:

Closing (New) Reading	1205.00
Opening (Old) Reading	950.50
Todays Sales (Difference)	254.50
Less Voids (List on Reverse)	50
Net Sales (TOTAL READING)	254.00
Charges (List on Reverse)	—

CURRENCY			BILLS		
10	x .01 =	.10	10	x 1.00 =	10.00
5	x .05 =	.25	16	x 2.00 =	32.00
2	x .10 =	.20	4	x 5.00 =	20.00
7	x .25 =	1.75	7	x 10.00 =	70.00
	x .50 =	—	6	x 20.00 =	120.00
	TOTAL	$2.30		TOTAL	$252.00

Total Currency	$ 2.30
Totai Bills	$ 252.00
Cheques	$ —
Foreign Exchange	$ —
TOTAL CASH	$ 254.30
TOTAL READING	$ 254.00

OVER $ .30 SHORT $ — CHARGES $ —

SIGNATURE:

TEST YOURSELF

1. What are the four most commonly used credit cards?
2. Your customer has paid his bill, and when you give him back the change he swears he gave you a $20 bill. You are equally sure he gave you a ten. How can you prove you are right?
3. There is an entry in the reservation book that reads Johnson 8:30. What information is missing from this entry?
4. The cashier must go on dinner break at 6:30 and you are hosting for the evening. What should you do?
5. You've rung the wrong amount on the cash register. Your customer is in a great rush. What do you do?
6. Your float is $75.00. Make up a sample float sheet to show the denominations you'd use to make it up at the end of the day.

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